

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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THE EXPLOSION OF APARTMENT
BUILDING 8701 OF FLOWER BRANCH
APARTMENTS IN SILVER SPRING,
MARYLAND ON AUGUST 10, 2016

Accident No.: DCA16FP003

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Interview of: STEVEN SHORTS

Chillum, Maryland

Saturday,
August 20, 2016

The above-captioned matter convened, pursuant to notice.

BEFORE: RAVI CHHATRE
Investigator-in-Charge

APPEARANCES:

RAVI CHHATRE, Investigator-in-Charge
National Transportation Safety Board

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I N T E R V I E W

1
2 MR. CHHATRE: Good afternoon. Today is Saturday, August 20,
3 2016. We are currently in Washington Gas facility at Chillum.
4 We are meeting in regards to explosion of Apartment Building 8701
5 of Flower Branch Apartments in Silver Spring, Maryland that
6 occurred on August 10, 2016. The NTSB investigation number for
7 this accident is DCA16MP003 [sic].

8 My name is Ravi Chhatre. I am with National Transportation
9 Safety Board located in Washington, D.C., and I am Investigator in
10 Charge of this accident.

11 I would like to start by notifying everyone present in this
12 room that we are recording this interview for transcription at a
13 later date. All parties will have a chance to review the
14 transcripts when and if they are completed.

15 Also, I would like to inform Mr. Steve Short that you are
16 permitted to have one other person present with you during the
17 interview. This is a person of your choice: your supervisor,
18 friend, family member or, if you choose, no one at all.

19 Please state for the record your full name, spelling of your
20 name, contact information, such as work phone, email address or
21 mailing address, and whom you have chosen to be present with you
22 during your interview.

23 MR. SHORTS: My name is Steven Shorts, spelled S-t-e-v-e-n,
24 S-h-o-r-t-s.

25 MR. CHHATRE: And your contact information? Business contact

1 information?

2 MR. SHORTS: My email is [REDACTED]

3 MR. CHHATRE: And that's a business?

4 MR. SHORTS: Yes.

5 MR. CHHATRE: Can you spell it?

6 MR. SHORTS: [REDACTED]

7 [REDACTED]

8 MR. CHHATRE: Now I would like to go around the room and have
9 each person introduce themselves. Please state your name,
10 spelling of your name, your title and the organization that you
11 represent, and your contact information such as work phone, email
12 address, mailing address. Starting from my left.

13 MS. GUNARATNAM: Rachael Gunaratnam, R-a-c-h-a-e-l,
14 G-u-n-a-r-a-t-n-a-m, NTSB hazmat investigator. Phone number:

15 [REDACTED].

16 MR. EMEABA: Kalu Kelly Emeaba, K-a-l-u, K-e-l-l-y,
17 E-m-e-a-b-a. I'm an NTSB investigator. My phone number: [REDACTED]

18 [REDACTED].

19 LT. OLIN: Lieutenant William Olin, Fire and Explosives
20 Investigator, Montgomery County, Maryland. Address: 100 Edison
21 Park Drive, Gaithersburg, Maryland 20877. Work phone: [REDACTED]-

22 [REDACTED]. Email: [REDACTED],

23 [REDACTED].

24 MR. AMROLIWALA: My name is Rashmikan Amroliwala;
25 R-a-s-h-m-i-k-a-n-t, last name is A-m-r-o-l-i-w-a-l-a. I'm

1 working with State of Maryland Public Service Commission, pipeline
2 safety engineer. My phone number is [REDACTED]

3 MR. PRICE: Steve Price, Division Head System Operations,
4 [REDACTED]. My email is [REDACTED]

5 MR. STAEBLER: I'm Doug Staebler, Senior Vice President of
6 Operations at Washington Gas. Staebler, S-t-a-e-b-l-e-r. Phone
7 number is [REDACTED].

8 MR. SPANGLER: David Spangler, Manager of DOT Pipeline Safety
9 Compliance for Washington Gas. Spangler, S-p-a-n-g-l-e-r. Phone
10 number: [REDACTED]

11 MR. NICHOLS: Spencer Nichols, Associate General Counsel,
12 Washington Gas; [REDACTED].

13 MR. CHHATRE: Thank you very much.

14 INTERVIEW OF STEVEN SHORTS

15 BY MR. CHHATRE:

16 Q. Mr. Short, for the record, please tell us your background,
17 formal education, any training given outside of Washington Gas,
18 inside, related to your work.

19 A. Well, I'm a home improvement technician. I do carpentry,
20 painting, drywall, a little electricity, some plumbing.

21 Q. Okay.

22 A. And I started with Washington Gas in the buildings department
23 as a porter, and I moved to the mailroom and then I got a job in
24 the reprographic services, which is the print shop. And from
25 there I went into the service department in Washington Gas.

1 Q. Okay. And how long you have been in the service department?

2 A. I'm in the service department for 12 years.

3 Q. Okay. And what are your responsibilities in the service
4 department?

5 A. Related to gas and service technician, I turn gas on, turn
6 gas off. I investigate leaks, gas leaks on appliances, the
7 street.

8 Q. And what kind of training do you have in that regard?

9 A. Type of training? I was trained with Washington, through
10 Washington Gas. I started out as a service helper.

11 Q. Okay. So with regard to, I guess, turning on, turning off
12 and leak investigation, have you seen this document that tells me
13 that you have been to the building involved in the accident?

14 A. Yes, I've seen it.

15 Q. I mean, it's next to this damage. It's not really, you
16 know --

17 A. Right.

18 Q. It's 8703. Do you remember going there, doing any work?

19 A. No, sir. I really don't.

20 Q. Okay. Now, let's just go one step at a time here. In case
21 you are going in for a leak odor call, and we do both the single
22 family home and multi-units, apartment units like 8701, how many
23 of those you have done or how many typically you do?

24 A. Oh, I've done --

25 Q. Monthly or whatever unit you want to use.

- 1 A. You mean as far as number?
- 2 Q. Yeah, but just ballpark number.
- 3 A. Maybe 100 --
- 4 Q. 100 a year or 100 a month or --
- 5 A. Maybe in 3 months' time, something like that.
- 6 Q. Like roughly 30 a month or like --
- 7 A. Maybe 30 a month, yeah.
- 8 Q. -- 1 a day? I mean, I just want to kind of --
- 9 A. Right.
- 10 Q. -- narrow it down hourly-wise. So 30 a month.
- 11 And have you -- this includes both the multi-dwellings like
- 12 apartment buildings and single family, like, combined?
- 13 A. Yes, sir. Um-hum.
- 14 Q. Okay. If you can, can you tell me, more in single family or
- 15 more in apartment buildings or equal or --
- 16 A. Be more probably in apartments.
- 17 Q. More in apartments. Would it be, like, 20/30, or 20/10, 5 --
- 18 A. Yeah, maybe 20/10.
- 19 Q. Twenty in apartment, 10 in homes?
- 20 A. Yes, sir.
- 21 Q. And these are odor calls?
- 22 A. Yes.
- 23 Q. All right. So walk me through one, through multi-family --
- 24 like apartment building. The reason for that is that's what's
- 25 involved in the accident. So what will you do once you get --

1 A. If I've got a leak in an apartment, I turn on my equipment
2 before I get in, my leak indicators. And I check my CAD to see,
3 you know, which apartment and if they have any notations on there.
4 And I go in and I knock on the door. We're not allowed to ring
5 doorbells or anything like that when you have a leak on there.

6 And first I'll check the appliances in the area and see what
7 type of indications my Gas-Trac is getting. And when I find the
8 strongest leak -- you know, I'll ask the customer were they using
9 gas at the time or how long have they smelled the leak and where
10 it was coming the strongest and how long. And I'll investigate by
11 using my Gas-Trac to find out where leaks are coming from.

12 It's a little more intense in apartments because it may be
13 another unit. Since gas travels upward, it could be somebody
14 under. So I'll check the location. If I don't get any strong
15 indications there, I'll check the bottom unit and knock on their
16 doors and ask can I, you know, check, you know, from the gas
17 company. And eventually I'll locate a leak in maybe somebody's
18 burner or something like that. But I don't leave until I find it.

19 Q. Okay. And do you have written procedures that you carry with
20 you that what are you supposed to do on a leak call?

21 A. Written procedures?

22 Q. Yes.

23 A. I don't have written procedures.

24 Q. Okay. Now in the apartment buildings, as part of your call,
25 do you ever check the vent lines?

1 A. The vent lines? Yes. I check the vent lines. We always
2 check the vent lines in the -- yes. I mean, if it's a leak inside
3 the apartment, if it's on an appliance, we always check when we
4 leave, check the vent lines and make sure the screen L is in
5 there, you know --

6 Q. The screen will be outside, right?

7 A. That's outside.

8 Q. The screen will be outside. But, I mean, inside do you check
9 the, on the inside you use pressure to check the vent line is
10 blocked or not, or --

11 A. Vent lines inside?

12 Q. No, no, no.

13 A. Well, we check the house lines.

14 Q. No, no. What I'm saying, before you go outside -- the vent
15 line screen is outside. But would you do any pressure test from
16 inside to see if the vent is blocked?

17 A. Well, we can't do a pressure check on multi-meter racks.

18 Q. The vent line, you do not check the vent line?

19 A. We check the vent line, but I'm saying we can't do any
20 pressure check on a multi-rack unit.

21 Q. Okay. So that will not be possible?

22 A. Because we can't, we can't lock up pressure on it.

23 Q. Okay. Okay. Now have you, in your experience, have you seen
24 any regulators that has failed that you had to replace?

25 A. Yes, sir.

1 Q. And can -- what kind of numbers you give me? And again, you
2 know, daily basis, weekly basis, monthly base, whatever works for
3 you.

4 A. I'd say maybe 10, 15 in maybe 6 months, a year. It's not
5 that often.

6 Q. Six months, 10 to 15 regulators?

7 A. Yeah, something like that.

8 Q. And will those be like a single family or multi-family or
9 equal?

10 A. Those are usually single family.

11 Q. Okay. And will those be spring-loaded or mercury or both?

12 A. Spring-loaded.

13 Q. Okay. You are not to replace anything --

14 A. We don't replace -- I'm not qualified --

15 Q. Qualified. So what happens --

16 A. -- to change mercury regulators. I have to call it in.

17 Q. So what happens if you go and mercury regulator has failed?
18 You've got to call someone?

19 A. I have to call it in to dispatch.

20 Q. Okay. Did you have to do that in your experience?

21 A. Change a mercury regulator?

22 Q. No, no, I mean, you had to call. Like these 10 to 15
23 regulators in 6 months, would any of those be mercury? You may
24 not have changed it --

25 A. No, no.

1 Q. So these are the ones you changed?

2 A. The ones I changed were spring-loaded.

3 Q. But what about, do you have done any mercury regulators that
4 you had to call in and somebody else changes it?

5 A. Very few.

6 Q. Very few?

7 A. Yeah.

8 Q. Okay.

9 A. Very few.

10 Q. Can you, if you can, can you put a number on those on a
11 yearly basis?

12 A. Maybe five out of a year.

13 Q. Okay. And I put approximate, just to qualify that.

14 A. Okay.

15 Q. The failed regulator, how do you know the regulator has
16 failed?

17 A. It's blowing, blowing gas.

18 Q. Okay. But can you hear it, smell it, or both?

19 A. Hear it. Sometimes you can hear it or smell it.

20 Q. Okay.

21 A. Or both.

22 Q. So what kind of noise you would hear?

23 A. Well, it's -- if it's a 2-pound regulator, you can hear a
24 little hissing.

25 Q. Okay, 2 pound.

1 A. Um-hum.

2 Q. Any if it's inches of water column?

3 A. If it's inches, you just smell it. I can smell it.

4 Q. Okay. And what about with just total failure? The regulator
5 is just passing same pressure gas that's coming from the main,
6 what will happen then? Do you hear that?

7 A. If it's coming from the main?

8 Q. Main or distribution main, a service line, for that matter,
9 going into the regulator?

10 A. Oh. Oh, yeah.

11 Q. If it's passing the same pressure, would you hear that?

12 A. Yeah, you can hear it. Um-hum.

13 Q. Again, like a hissing noise or something?

14 A. Yeah. You know, like it's -- if it's on the service.

15 Q. But, I mean, regulator will be on the service dropping
16 down --

17 A. Are you talking about the regulator?

18 Q. Right.

19 A. Oh. We don't usually hear it. It's just mostly smells.

20 Q. Right. But I mean, if the regulator failing and just passing
21 the same pressure gas as coming in, will you hear that?

22 A. No.

23 Q. Have you ever experienced that?

24 A. I might really hear gases if it's 55-pound service.

25 Q. Okay. That's a --

1 A. But not on regular customer.

2 Q. Customer side you will not hear?

3 A. Yeah.

4 Q. Okay. That's -- and that's all I have for now.

5 MR. CHHATRE: Rachael.

6 BY MS. GUNARATNAM:

7 Q. I just had one question. Does Williams have their own
8 procedures for changing out regulators?

9 A. Their own procedures?

10 Q. Yeah.

11 A. They follow Washington Gas --

12 Q. They follow --

13 A. -- procedures.

14 Q. Oh, okay. So they just -- if we ask for it, they'd give us
15 Washington Gas procedures?

16 A. Yes.

17 Q. Okay. Thanks.

18 Were you trained by Washington Gas?

19 A. Yes.

20 Q. Okay.

21 BY MR. EMEABA:

22 Q. Kalu Kelly Emeaba. So you currently work for Williams Meter
23 Service?

24 A. Yes.

25 Q. Please can you tell me what additional training did you

1 receive from Williams?

2 A. I didn't receive any additional training. What I've taken
3 from Washington Gas, I just -- I use it at Williams. We follow
4 the same guidelines.

5 Q. Okay. Do you currently have a current OQ requirements?

6 A. Oh, I left my badge in the car. I'm sorry.

7 Q. It's okay. Maybe later you can get --

8 A. Yeah. Yeah.

9 Q. If those OQ should expire today, who need to requalify you?

10 A. Washington Gas.

11 Q. Oh, so when -- you have to go back to Washington Gas to be
12 requalified?

13 A. Yes, sir.

14 Q. Okay. Based on your work, do you see more failures from the
15 spring-type service regulators or from the mercury spring
16 regulators?

17 A. Spring.

18 Q. From the spring?

19 A. Yes.

20 Q. Why is that, sir? Do you have an idea of why it's like that?

21 A. Could you rephrase that question?

22 Q. From your experience, your work experience, do you see more
23 failures from spring-type service regulators or from the mercury-
24 type spring regulators.

25 A. Oh, I'm sorry.

1 MR. NICHOLS: He answered that.

2 MR. SHORTS: Yeah.

3 BY MR. EMEABA:

4 Q. Okay. So, and you mentioned spring regulators?

5 A. Um-hum.

6 Q. Then do you have an idea why there's more failure from them?

7 A. No, there's -- it would be mercury regulators because they're
8 older. Springs are what they're replacing the mercury regulators
9 with now. I don't, don't have a lot, a lot of spring failures,
10 just change, you know, change the head or something like that on a
11 regulator. It would be that, you know, the mercury regulators are
12 old and, you know, when the mercury is out, they'll blow, you
13 know, because of the way they're made. They're old, old-style.
14 So --

15 Q. If the mercuries are out, how does --

16 A. Yeah.

17 Q. Can you explain to me -- I'm completely ignorant of it.
18 That's why I want to learn. I mean, how does --

19 A. Well --

20 Q. How could the mercury go out and that would lead to this?

21 A. Well, mercury regulators have a cup in them.

22 Q. Yes.

23 A. And they have a certain amount of mercury in them. And over
24 time, over the years, that, you know -- the mercury is gone. I
25 mean, it's just like evaporation, just like with water, you know.

1 Q. Okay.

2 A. And when it's gone, the regulators will blow.

3 Q. Okay. And when you say blow, how does it happen?

4 A. Well, it's smell, you'll smell gas from the vent line. It
5 has no more mercury in it.

6 Q. So if it has no more mercury, then it will start to releasing
7 gas out --

8 A. Right.

9 Q. -- through the vent?

10 A. Um-hum.

11 Q. Okay. But is there a physical break or --

12 A. No.

13 Q. Okay. Yeah, maybe -- I wanted, I really wanted to
14 (indiscernible).

15 A. You mean a physical break on the equipment itself?

16 Q. Yes.

17 A. No, sir.

18 Q. Okay. All right. Thank you so much.

19 MR. EMEABA: I pass it down for now.

20 LT. OLIN: I got nothing.

21 BY MR. AMROLIWALA:

22 Q. This is Rashmikant Amroliwala, State of Maryland Public
23 Service Commission. How long you have been working with William
24 Meters?

25 A. About 4 years.

1 Q. And normally what job you have been assigned with William
2 Meters?

3 A. Service technician.

4 Q. As a service technician, so do you do the leak repair jobs
5 also? Do you get the leak calls?

6 A. Yes, sir, I do. It's mainly during the heating season, from
7 October to March. That's the busiest time. I'll be on leak shift
8 and, you know, I handle leak calls.

9 Q. When you get a leak call, say, inside the apartment if
10 someone smell gas and they just say that there's a leak call,
11 exactly what you will do? How you will go and how you will
12 correct the situation?

13 A. Well, I'll find out if -- if it's a leak call inside or out,
14 you know, by the code, and I'll set my equipment out at the truck,
15 you know, make sure it's aired out. I'll bring my equipment in,
16 knock on the door and ask the customer did they call for they're
17 smelling gas, they called Washington Gas, make sure I'm at the
18 right place. And then I'll come in and take readings inside with
19 my equipment and pinpoint the leak.

20 From that point I'll check the appliances and the house
21 lines, make sure -- you know, to find out where the leak is. And
22 take it from that point. If it's leaking, I'll put a tag on it.
23 If it's something like a, just a union or something needs
24 tightening, I'll just tighten it down and soap it, you know, make
25 sure that it's tight, no leaks on it.

1 Q. So when you enter into the building, into the apartment, will
2 you go with your leak detect -- some equipment, or just go by
3 yourself without any equipment?

4 A. No, I always take the equipment in on a leak. I always take
5 the equipment in.

6 Q. What equipment you will take it inside the apartment?

7 A. I have a Gas-Trac or a Gas-Ranger.

8 Q. Before you enter into the apartment, do you keep it on, the
9 instrument, or you just --

10 A. Yeah. No, I --

11 Q. -- make it on when you enter?

12 A. No, you turn it on before you go inside.

13 Q. Turn it on before you enter into apartment. And if you find
14 any leak, so who will fix it?

15 A. Well, it depends on where it is. It could be the customer --
16 if it's out on the our equipment, then I fix it. But if it's on
17 the house line side, it's the customer and they're responsible for
18 it.

19 Q. So the customer house -- that's a customer house pipeline and
20 that if you find the leak, you won't fix it, right?

21 A. No. We have to call -- they'll call a service person to come
22 fix it.

23 Q. And how --

24 A. I shut the gas off.

25 Q. How will you make the apartment safe?

1 A. Turn the gas off to that unit.

2 Q. So you'll turn gas off at the meter?

3 A. Yes. Or at the appliance where it's leaking.

4 Q. But you, you won't --

5 A. Just isolate it.

6 Q. -- you won't repair the leak either for the customer piping?

7 A. No.

8 Q. And the second question is the regulators. You say that you
9 have seen so many regulators out in the field and you might have
10 seen the regulator failures also. What kind of regulator failures
11 you have observed in the field?

12 A. What type of regulator?

13 Q. The regulator -- yeah, the regulator is like not working
14 properly, so what do you do once you find that regulator is not
15 working properly? How you will find it out that the regulator is
16 not working properly?

17 A. Well, I will soap test it and check it with my gas leak
18 indicator. And -- well, it depends on the indications that I get,
19 if -- you know, from my indicator, if it's leaking. And I'll soap
20 test to find out where the leak is. It maybe on the collar or
21 something like that that needs tightening down. Or if it's
22 blowing, then I'll change the head of the regulator, you know,
23 just replace the head so, you know, so it'll lock up. Yeah.

24 Q. So if something is -- if you find some leak on regulator, you
25 will try to fix the leak on the regulator also?

1 A. Yes, sir. Depends on where it is.

2 Q. And then when you turn on the gas for a single-family or
3 maybe townhouse or something like that when they have a single
4 regulator and the meter, do you do the regulator testing at the
5 same time when you turn on the gas?

6 A. Yes, sir.

7 Q. What test do you do for a regulator testing?

8 A. You do a pressure test and a house line test.

9 Q. The regulator testing -- the house line test is different
10 than the regulator testing?

11 A. Yes.

12 Q. But do you check the low low, high low --

13 A. Yes.

14 Q. Okay. So if you see that, say, 6 inches of water column
15 maybe low low and maybe a 5 inches of water column high low, then
16 normally you check the lockup and, what's the maximum range that
17 the lockup is allowed?

18 A. Seven-inch.

19 Q. If it is beyond seven inches, what will you do?

20 A. We'll turn the regulator down and adjust it, adjust the head.

21 Q. Okay. So you --

22 A. Adjust the pressure.

23 Q. -- will just make sure that it's within the requirement?

24 A. Within -- yes, sir.

25 MR. AMROLIWALA: Okay. I have no -- thank you.

1 BY MR. STAEBLER:

2 Q. Doug Staebler. First, it's great to have someone like you
3 working for us.

4 A. Oh, thank you.

5 Q. I appreciate, appreciate your work and your skill and your
6 time. You mentioned you had, I don't know, 10 or so, 10 to 15
7 regulator failures in 6 months or a year that you see. How many
8 orders typically do you do a day?

9 A. It can range from anywhere from 10, 15, maybe.

10 Q. Okay. So that's 2- to 3,000 regulators you visit a year
11 typically and you only see --

12 A. Just on a average, because you have different orders. It may
13 be turn-offs and all the orders -- like a turn-on could take
14 anywhere from 25 minutes or longer. You know, if you're in an
15 apartment complex and the meter is in the garage, you have to go
16 to the to the maintenance people and get the --

17 Q. Yeah. No -- yeah, I understand. I'm just saying that to --

18 A. Right.

19 Q. -- kind of getting the feel for it.

20 A. Oh, okay.

21 Q. You only see X amount -- you've seen 3,000 regulators and
22 only 10 of them have failed during the year. So I just wanted to
23 get a idea of how many different customers you would visit
24 during the course of a year, so --

25 MR. STAEBLER: That's all I have.

1 MR. SHORTS: Okay.

2 BY MR. CHHATRE:

3 Q. I just have one follow-up question for you. With your tenure
4 with Williams and with Washington Gas, do you recall how many
5 blocked vents you have seen? I'm not saying the entire period --

6 A. Right, right, right.

7 Q. -- but like average every year or every month or whatever.
8 Partially blocked, fully block, whatever -- I mean, where you need
9 some work on the vents.

10 A. Twenty, I think, maybe 20.

11 Q. Twenty per year, per month or --

12 A. No, I mean, during the course of the time. I don't see too
13 many. If they're old and they're blocked, we would -- they're
14 called mud daubers, the old vent lines, old screens and they will
15 get clogged up with -- and we just change, change the head vent
16 lines now.

17 Q. Screen, okay. Like 20 or how many? Like 20 six months, 20 a
18 year, or 20 one month?

19 A. Twenty -- no, 20, maybe --

20 Q. I'm -- really need a ballpark figure. I'm not --

21 A. -- 2 years, 3 years. Yeah, 20 -- I mean, maybe 2 or 3 years.
22 I mean, it's not --

23 Q. Two or -- 2 or 3 -- 20 in 2 to 3 years?

24 A. Yeah.

25 Q. Okay. So like roughly 10 a year, roughly?

1 A. Yeah, something like that.

2 Q. Okay. I want to make -- I mean, I don't want to -- 20 3-year
3 period. I'm just kind of --

4 A. Yeah.

5 Q. -- narrow down -- okay. And do you feel it's like a single-
6 family home, multi-family homes, or it doesn't matter?

7 A. No.

8 Q. It doesn't matter? Okay. Thanks. That's all I have.

9 A. Thank you.

10 MR. CHHATRE: Any questions?

11 Well, if not, thank you for coming. I appreciate your time.

12 MR. SHORTS: Thank you.

13 MR. CHHATRE: Off the record.

14 (Whereupon, the interview was concluded.)
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25

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: THE EXPLOSION OF APARTMENT
BUILDING 8701 OF FLOWER BRANCH
APARTMENTS IN SILVER SPRING,
MARYLAND ON AUGUST 10, 2016
Interview of Steven Shorts

DOCKET NUMBER: DCA16FP003

PLACE: Chillum, Maryland

DATE: August 20, 2016

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

Karen A. Stockhausen
Transcriber