

## UNITED STATES OF AMERICA

## NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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ALABAMA GAS CORPORATION (ALAGASCO)

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NATURAL GAS RELEASE WITH IGNITION

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Docket No.: DCA-14-MP-001

BIRMINGHAM, ALABAMA

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DECEMBER 17, 2013

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Interview of: PHILLIP HEARD

Alagasco Headquarters

Birmingham, Alabama

Tuesday,

July 15, 2014

The above-captioned matter convened, pursuant to notice.

BEFORE: MATTHEW NICHOLSON  
Investigator-in-Charge

## APPEARANCES:

MATTHEW NICHOLSON, Investigator-in-Charge  
National Transportation Safety Board  
Washington, D.C. 20594

RAVI CHHATRE, Accident Investigator  
Pipeline Division  
National Transportation Safety Board

KEITH BLACKWOOD, Pipeline Safety Investigator  
Alabama Public Service Commission

WALLACE JONES, Administrator of Gas Pipeline Safety  
Alabama Public Service Commission

BOB GARDNER, Director, Quality Assurance and Compliance  
Alabama Gas Corporation (Alagasco)  
(Party Representative)

MIKE BELL, Esq.  
(Representative on behalf of Mr. Heard)

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LEGEND:

(ph.) = Phonetic Spelling

I N T E R V I E W

MR. NICHOLSON: Good afternoon. Today is Tuesday, July 15, 2014. My name is Matthew Nicholson. I'm an investigator with the National Transportation Safety Board in Washington, D.C. We are at Alagasco headquarters in Birmingham, Alabama. This interview is being conducted as part of the investigation into the natural gas distribution release and ignition that occurred in Gate City, Birmingham, Alabama, on December 17, 2013. This is case number DCA-14-MP-001.

This interview is being recorded and may be transcribed at a later date. A copy of the transcript will be provided to the interviewee for review prior to being entered into the public docket.

Mr. Heard, you are permitted to have one other person present during the interviews. This is a person of your choice: supervisor, friend, family member or nobody at all. Please state for the record who you have selected?

MR. HEARD: Mike Bell.

MR. NICHOLSON: Okay. We'll go around the room now and have each person introduce themselves; your name with spelling, title and the agency or organization you're representing. I will start and we will proceed to my left.

My name is Matthew Nicholson, M-a-t-t-h-e-w, N-i-c-h-o-l-s-o-n. I'm an investigator with the NTSB.

MR. CHHATRE: Ravi Chhatre. That's R-a-v-i, last name

1 Chhatre, C-h-h-a-t-r-e, and I'm an NTSB accident investigator.

2 MR. BELL: Mike Bell, B-e-l-l, attorney representative  
3 for Phillip Heard.

4 MR. HEARD: I am Phillip Heard, H-e-a-r-d, Alagasco.

5 MR. BLACKWOOD: Keith Blackwood, K-e-i-t-h,  
6 B-l-a-c-k-w-o-o-d, a pipeline safety investigator, Alabama Public  
7 Service Commission.

8 MR. JONES: Wallace Jones, W-a-l-l-a-c-e, J-o-n-e-s,  
9 Administrator, Gas Pipeline Safety, Alabama Public Service  
10 Commission.

11 MR. GARDNER: Bob Gardner, Director of Quality Assurance  
12 and Compliance, Alagasco. Last name is spelled G-a-r-d-n-e-r, and  
13 I'm also the party representative for Alagasco.

14 MR. NICHOLSON: Okay.

15 INTERVIEW OF PHILLIP HEARD

16 BY MR. NICHOLSON:

17 Q. Phillip, to begin with, can you go ahead and state your  
18 title, your current title, with Alagasco?

19 A. I am manager of maintenance and planning.

20 Q. Okay. And can you tell me when you started in that  
21 position?

22 A. In this position, it's been a couple of years ago. It  
23 would have been --

24 UNIDENTIFIED SPEAKER: Just roughly.

25 MR. HEARD: Yeah. January of 2012 roughly.

1 BY MR. NICHOLSON:

2 Q. And then, if you could go back and give us, maybe, a  
3 little background of when you started at Alagasco, what other  
4 positions you've held and bring us up to current?

5 A. I started in 1981 as a crewman. I was a crewman about 3  
6 years, then I went to a position called an assistant inspector  
7 foreman. About 2 or 3 years later, I was a field supervisor in  
8 our old maintenance service department. Two or 3 years after that  
9 I was a district manager at -- in our Selma Division, in our  
10 Marion local office.

11 From there, I went to the Montgomery Division as a  
12 superintendent of engineering and distribution. From that  
13 position I held another position a couple years later there as  
14 manager of construction and distribution. And then a couple years  
15 after that I had another title as a operations coordinator. I had  
16 responsibility for the customer service department for  
17 dispatching, for engineering, for distribution and for storeroom.

18 About 2 years later, I came back to Birmingham as a  
19 superintendent out of the Western Operation Center. About 2 or 3  
20 years after that, I was superintendent of Southern Operation  
21 Center. These were all Birmingham locations.

22 Q. Right. Okay.

23 A. And then about 2 years after that, I was manager of  
24 engineering and operations with the Birmingham Service Center for  
25 Metro operations. From there, pretty much, I moved to this

1 position.

2 Q. Okay. Can you just describe for us what it is you do  
3 now as -- in your position.

4 A. We have -- we're part of the pipeline risk management  
5 group. Specifically, where Jerre does the pipe replacement  
6 activities, we do the maintenance side. That includes the  
7 contract leak survey. Specifically, we have the corrosion control  
8 group as well under our management. We do some work with backlog  
9 management. I think that's pretty much it. We -- I don't think I  
10 left anything out.

11 Q. What's the backlog management?

12 A. Well, what we do with backlog management is we keep an  
13 eye on the progress our crews made with repair work and if we see  
14 issues we report that. We do a little bit of forecasting in terms  
15 of understanding what our backlogs are and being sure that the  
16 folks who do the routing of the work understand what their, say, a  
17 monthly target would be. You know, we need to do -- be able to  
18 complete this X amount of work before, you know, next month so we  
19 don't get behind.

20 Q. So you don't backlog off your backlog.

21 A. No. Don't want --

22 Q. You're forward planning so you don't end up outside the  
23 window of repair for those. Are these grade 2 leaks or --

24 A. Outside the window of repair, a lot is determined by  
25 compliance-required end dates.

1 Q. Okay. Just describe for us, I think, what the backlog  
2 is? These are leaks that have to be repaired --

3 A. It would be leaks, it would be inspections, surveillance  
4 patrols. Activities that are governed, really, by OPM under  
5 maintenance.

6 Q. Okay. So as far as the leak surveys that are performed,  
7 those are contracted?

8 A. Yes.

9 Q. I want to understand. And it's contracted through who?  
10 Who's that?

11 A. Currently our contract is Southern Cross.

12 Q. Okay. And do you manage that contract; is that yours?

13 A. Yes.

14 Q. Okay. And talk about that contract a little bit. How  
15 many people are we talking about? Is it an annual contract?

16 A. With Southern?

17 Q. Southern Cross?

18 A. Southern Cross. Yeah, as a matter of fact, we are about  
19 a year and a half into a 3-year contract right now with Southern  
20 Cross. They provide us -- provide their own supervision, which of  
21 course we oversee, and their own technicians to perform the  
22 surveys we assign to them.

23 Q. Okay. So what surveys are we talking about?  
24 Distribution and service lines or?

25 A. Yes, mains and services. That's correct.



1 Q. Okay. So Southern Cross would have done the survey in  
2 the Gate City area that we're here about today with Marks Village?

3 A. Which --

4 Q. We're talking about the accident that occurred on  
5 December 17th.

6 A. After the accident?

7 Q. Before the accident and after the accident.

8 A. Before? Yeah. Yes.

9 Q. Yes, in both cases?

10 A. Yes, after the accident, and they have performed -- I  
11 think they've done the contract since 2010 for the first 3-year  
12 period and now they're --

13 MR. GARDNER: They definitely did the one in 2011.

14 MR. HEARD: Yeah. I don't know how far they go back.

15 BY MR. NICHOLSON:

16 Q. Okay.

17 A. So --

18 Q. Okay. So they've been on contract since 2010, but there  
19 would have been a, a different contractor prior to 2010?

20 MR. GARDNER: We'd have to clarify that. They've been  
21 under contract. We have had periods where we've had multiple leak  
22 survey vendors at the same time.

23 MR. NICHOLSON: Okay.

24 MR. GARDNER: And so, I don't remember the date that  
25 Southern Cross became the sole source. They used to be under my

1 purview. That's why I'm answering these questions.

2 MR. NICHOLSON: I understand. Thank you.

3 MR. GARDNER: But Phillip is correct. They are the sole  
4 provider. Now, they did do the leak surveys in 2011. We can go  
5 back and look prior to that if need be.

6 MR. NICHOLSON: Okay.

7 BY MR. NICHOLSON:

8 Q. Were you, I should ask, Phillip, were you involved in  
9 the accident on December 17, 2013? Were you on site?

10 A. No.

11 Q. Were you contacted about it when it happened?

12 A. No.

13 Q. Okay. What about afterwards, were you part of the leak  
14 survey team that was out?

15 A. The initiation of the contract survey was done through  
16 me. Yes.

17 Q. The one on scene in December or the one in January?

18 A. The one in January.

19 MR. NICHOLSON: Okay. So, just to get a timeline  
20 together, I heard, what, 2011? Was that the first Southern Cross  
21 survey or most recent prior to the accident?

22 MR. GARDNER: Yes.

23 MR. NICHOLSON: In Gate City?

24 MR. GARDNER: Yes.

25 MR. NICHOLSON: 2011, not 2010?

1 MR. GARDNER: That's correct.

2 MR. NICHOLSON: Okay. And then --

3 MR. GARDNER: It's on a 3-year, a 3-year interval.

4 MR. NICHOLSON: Okay.

5 MR. GARDNER: As far as the contract leak survey goes.

6 MR. NICHOLSON: Okay.

7 BY MR. NICHOLSON:

8 Q. So, so that's something else I wanted to talk about. So  
9 Gate City was on a 3-year interval. Is that -- how is frequency  
10 set for the leak surveys? Can you talk to that?

11 A. How are the frequencies set for --

12 Q. Yeah, for performing a leak survey?

13 A. Yeah. Yeah.

14 Q. You set those?

15 A. It's -- the frequencies are set and they're determined  
16 by, you know, pipe type and in some instances location of that  
17 pipe.

18 Q. So is that a process you go through?

19 A. Yes.

20 Q. Okay. Is that a documented process?

21 A. Yes.

22 Q. Okay.

23 UNIDENTIFIED SPEAKER: It's also in 192.

24 BY MR. NICHOLSON:

25 Q. As part of the code?

1           A.    Yeah.  It's an our OPM.

2           Q.    Okay.  Which we have a copy of that.  Can you talk a  
3 little bit about that process?  You said it's a function of, what  
4 did you say, diameter?

5           A.    Well, it -- not diameter.

6           Q.    Location, you said?

7           A.    No, pipe type.  For example, we do a 3- and 5-year  
8 survey that, the interval is determined by pipe type.  As I said,  
9 the 5-year interval survey is done on our systems that have --  
10 they're all plastic or protected steel.

11          Q.    Okay.

12          A.    We do those once every 5 years.  We do cast iron and  
13 unprotected steel once every 3 years.  Now, there are other  
14 surveys we do.  Do you want me to name them all?

15          Q.    Are they leak surveys?

16          A.    Yes.

17          Q.    Sure.

18          A.    We also do an annual -- or every other month, business  
19 district survey or critical area.  It's the same.  When I say  
20 business district, critical area, I mean the same thing.

21          Q.    Okay.

22          A.    Again, we do an annual survey on plastic or protected  
23 steel in those areas.  We do an every other month survey in those  
24 areas that we have defined as business districts.  We do those  
25 with company crews.

1 Q. Okay.

2 A. We also perform a survey in each of those, whether  
3 they're plastic protected steel or unprotected cast iron, with a  
4 contract survey as well.

5 Q. Okay. And that's -- you said -- I thought I heard you  
6 say annual or every other month?

7 A. Every other month. Business district survey is annual  
8 on plastic or protected steel.

9 Q. Okay.

10 A. It's every other month for cast iron or unprotected in  
11 our business districts.

12 Q. Okay. I'm sorry, every month for, did you say,  
13 protected?

14 A. Every other month for unprotected --

15 Q. Unprotected steel.

16 A. -- unprotected steel --

17 Q. And cast iron.

18 A. -- and cast iron.

19 Q. Okay. So, then Gate City would have been the once every  
20 3 years because it's cast iron protected?

21 A. That's correct.

22 Q. Okay. But it's not a critical area?

23 A. No.

24 Q. Okay. Because critical areas are business districts?

25 A. Yes.

1 Q. Okay. So, then, talking -- what's the -- why are we  
2 doing it every other month? What's the driver? Is that the  
3 regulatory requirement or is that Alagasco?

4 A. It's a -- it's Alagasco.

5 Q. Okay.

6 A. In areas that we have defined as business districts,  
7 typically, are characterized by high concentrations of pavement or  
8 concrete.

9 Q. Okay.

10 A. But, you know, the basis behind that is getting -- or  
11 gas at some point possibly getting into a building. So we survey  
12 those more often to make sure that doesn't happen (indiscernible).

13 Q. So because it's pavement it affects the way it migrates  
14 or?

15 A. It could.

16 Q. Oh, okay. Because it's capped; it can't get out.

17 A. That's right. That's right.

18 Q. Okay.

19 A. Yes.

20 Q. If it's capped, will it just -- but where is it going to  
21 find its way? What's the concern?

22 A. Well, it'll -- it may be a crack in the paving. It  
23 could be seam in a curb line.

24 Q. Could it get in a building or?

25 A. Could it get in a building?

1 Q. Yeah. Is that --

2 A. Because it's a business district and you got those high  
3 concentrations, we do those surveys more often for that very  
4 reason.

5 Q. Okay.

6 MR. GARDNER: And we literally survey the cracks in the  
7 pavement, the openings in the pavement. That's what our company  
8 crews do. They look for places where gas could potentially  
9 migrate, where the pavement is cracked or where there's a manhole  
10 or a drainage, storm drain, or --

11 MR. NICHOLSON: So do the company crews do the annual  
12 and the every other month or?

13 MR. GARDNER: They do the every other month for  
14 protected --

15 MR. NICHOLSON: Okay.

16 MR. GARDNER: -- unprotected steel --

17 MR. HEARD: Cast iron.

18 MR. GARDNER: -- plastic. But we also engage Southern  
19 Cross to do an additional survey that's on top of what our company  
20 crews do.

21 MR. NICHOLSON: Just sort of a double-check?

22 MR. GARDNER: So the business districts get surveyed at  
23 least twice a year for the plastic or protected steel, and they  
24 get done seven times a year if they're unprotected steel or cast  
25 iron.

1 MR. HEARD: That's correct.

2 MR. GARDNER: Six by us, once by contract.

3 MR. HEARD: Yeah.

4 MR. NICHOLSON: Okay.

5 MR. CHHATRE: Can you repeat that? I think I lost some  
6 of it.

7 MR. GARDNER: Okay. Contract survey, we do business  
8 districts with pipe containing plastic and protected steel on an  
9 annual basis with our contractor. They also do that for protected  
10 steel -- unprotected steel and cast iron. So, essentially, we do  
11 an annual survey of business districts with a third-party  
12 contractor. That's all that's required by the code. Beyond the  
13 code, our internal people go into the business district six times  
14 a year in addition to that if it's unprotected steel or cast iron,  
15 and once a year if it's plastic or protected steel. So we over-  
16 survey our business districts every year with both contract and  
17 company personnel.

18 MR. HEARD: Yeah, that's accurate.

19 MR. GARDNER: Is that accurate, Phillip, what --

20 MR. HEARD: Yes. That's our company practice is to do  
21 that and --

22 MR. GARDNER: And it's in our OPM that we will --

23 MR. HEARD: That we do that.

24 MR. GARDNER: -- perform those surveys.

25 MR. NICHOLSON: Okay. And the critical areas, that's



1 not a -- is that a regulatory definition or is that an Alagasco --

2 MR. GARDNER: We, we have used critical areas  
3 synonymously to denote business district. We have changed  
4 recently to call that business district in our procedure because  
5 it's --

6 MR. NICHOLSON: That is a code language.

7 MR. GARDNER: But there is not a hard and fast business  
8 district definition in the code.

9 MR. NICHOLSON: Okay.

10 MR. GARDNER: But what Phillip described to you earlier  
11 are the characteristics of what business districts are. And you  
12 did a good job with that. The wall-to-wall paving, the  
13 concentration of people in buildings, what we would consider a  
14 business district, where there is a greater consequence in an area  
15 where we have that type of pipe.

16 MR. NICHOLSON: Wall-to-wall paving, was that --

17 MR. GARDNER: That's correct.

18 MR. NICHOLSON: -- the term you used?

19 MR. GARDNER: It's actually described --

20 MR. HEARD: It's a big concentrated -- you got, you  
21 know, roadways, you got sidewalks from one side to the other.

22 MR. NICHOLSON: Okay.

23 MR. HEARD: It's the typical way we look at how we  
24 define those business districts.

25 MR. GARDNER: And we have a description of that in our

1 operations procedure manual that is used as a guideline.

2 MR. NICHOLSON: Yeah, I haven't looked through that.

3 Okay.

4 BY MR. NICHOLSON:

5 Q. So have you seen the Gate City area then? You've seen  
6 where the accident occurred, right?

7 A. Not up close, no.

8 Q. Not up close. Have you seen a map or?

9 A. I've seen maps, yes.

10 Q. Okay. So just comparing that to a business district, I  
11 mean, there was concrete over that distribution line, right? Are  
12 you familiar with there was like a street -- what was that -- 64th  
13 Courtway South? There's an alleyway back there over your  
14 distribution line.

15 A. I'm not familiar with the layout. I mean, I'm just --

16 Q. Okay.

17 A. I have not personally been on site, but I've --

18 Q. I was just -- I was going -- I was curious about the  
19 differences between a business district and this area, how gas  
20 might find its way out. We'll let that go.

21 All right. Can you talk a little bit then about the  
22 equipment that Southern Cross is using for these leak surveys?

23 A. They use two devices. Their survey is performed with a  
24 Flame Pack Model 400. It's a flame --

25 Q. Model 400?

1           A.    Model 400, yes.

2           Q.    Okay.

3           A.    It's a flame ionization unit.  It's -- it has -- it's a  
4 two-scale device.  It measures gas in PPM and LEL.  Now, that's  
5 the survey instrument.

6           Q.    Okay.

7           A.    It's a sensitive.  And if they find a leak, then they do  
8 their follow-up pinpointing processes with a CGI device, a  
9 Southern Cross Model H leak detector.

10          Q.    Okay.

11          A.    And it has two scales as well.  One is LEL; the other is  
12 percent gas.

13               MR. CHHATRE:  This is a bar hole, right?

14               MR. HEARD:  Um-hum.

15               BY MR. NICHOLSON:

16          Q.    Is that a bar hole test?

17          A.    Yeah, that would be the device that they would use to  
18 check the bar holes.

19               MR. CHHATRE:  CGI?

20               MR. HEARD:  Yes, sir.

21               BY MR. NICHOLSON:

22          Q.    So I think I got it.  But they do an initial survey with  
23 the flame ionization, and that's like a surface test?

24          A.    That's right.

25          Q.    Okay.

1 A. It's an extremely sensitive device.

2 Q. Okay.

3 A. And then when they get the readings, they follow that up  
4 with a bar hole test.

5 Q. The same person, right, immediately --

6 A. Yes.

7 Q. -- right there? Okay.

8 A. They could work in tandem, I guess --

9 Q. Oh, okay.

10 A. -- from time to time, but it's usually just one guy that  
11 finds a leak and then investigates it.

12 Q. And what's the -- what triggers him to do the bar hole?  
13 I mean, if I get 5 percent LEL, I bar hole? Or is that --

14 A. Well, to get the --

15 Q. What triggers that bar hole?

16 A. The model H has a hose and a wand they need to insert  
17 below the surface. So they'll knock out a little bar hole and get  
18 that probe in the ground.

19 Q. So any detection limit on my flame ionization unit will  
20 result in me bar-hole testing as a surveyor?

21 A. I would have to refer to the minimums on --

22 Q. Oh, okay.

23 A. -- on the prompt, because I don't remember those right  
24 off.

25 Q. Okay.

1           A.    So PPM reading is really a -- not very much of a reading  
2   at all. But once they get that and make their determination, you  
3   know, then they'll bar test.

4           Q.    So it reads in either PPM or percent LEL?

5           A.    Yes.

6           Q.    Is that right? Okay. But not percent gas?

7           A.    Percent gas. It's two devices. The Flame Pack has two  
8   scales. It has the PPM scale.

9           Q.    Oh, okay.

10          A.    And then -- the parts per million.

11          Q.    Right.

12          A.    And then it has the whole explosive limit. I'm pretty  
13   sure I'm about right about that.

14          Q.    Okay.

15          A.    And then they follow that up as needed with a CGI  
16   device.

17          Q.    And CGI is dual scale as well?

18          A.    Yeah. In the LEL and percent gas.

19          Q.    Okay. I had that wrong.

20          A.    Yeah.

21          Q.    Percent gas on that. Okay.

22          A.    Yeah.

23          Q.    Okay. And this is a walking survey? Is that how this  
24   is performed?

25          A.    That's how we do it now, yes.

1 Q. Okay. Because I had heard there was a driving survey at  
2 one point?

3 A. At one time we were doing mobiles. That's correct.

4 Q. Okay. Can you describe a little bit about how is a  
5 mobile performed and what equipment?

6 A. The, the mobile -- Matt, on the mobile, which I'm not as  
7 familiar with, I'm not certain because I have not ran any mobile  
8 surveys. It's -- I don't, I mean --

9 Q. It's just a flame ionization strapped to the under  
10 carriage of a --

11 A. It's the same method. Flame ionization is a Flame Pack.

12 Q. Okay.

13 A. They have little hoses hanging off the front bumper.

14 Q. Okay.

15 A. And they drive a certain speed. You know, it's  
16 limitations in speed. I'm not sure exactly what they are.

17 Q. Okay.

18 A. But they drive up there with the little sniffers, hoses  
19 on the front and they -- if they pick up something, then they  
20 investigate it. But exactly the process in the mobile, I'm not as  
21 familiar with.

22 Q. But they have to stay on paved areas, right?

23 A. Yeah, I mean --

24 Q. They can't just go off-roading Gate City. Okay. Was  
25 there an issue between -- I mean, why did you abandon the mobile

1 for the walking? Was there an issue? Is one more sensitive than  
2 the other?

3 A. No.

4 Q. Did Alagasco stop doing the mobile testing?

5 A. I don't think one is -- that had nothing to do with --

6 Q. Okay.

7 A. Sensitivity had nothing to do with it. Probably let Bob  
8 describe why we made the transition.

9 MR. GARDNER: We made that transition when I had  
10 oversight of the leak survey. When Phillip inherited leak survey  
11 from my group, we had already made the decision --

12 MR. NICHOLSON: Okay.

13 MR. GARDNER: -- to go away from mobile.

14 MR. NICHOLSON: Why? What was -- what's behind that  
15 decision?

16 MR. GARDNER: Well, it was really an efficiency  
17 decision. As evidenced by the information we gave you for the  
18 2011 survey, in many areas our survey of mains was not on the same  
19 cycle as our survey of services. Our survey of services was based  
20 on meter reading routes. Our survey of mains was based on a  
21 boundary that had been defined historically. And what we did is  
22 we made a decision over time to implement a walking-only survey,  
23 and we walked the former mobile survey boundaries, and we walked  
24 the main and the service at the same time.

25 In other words, we may be doing a leak survey of

1 services because of the 5 or 3-year cycle. We might be in a  
2 neighborhood and the services might not be due the same year the  
3 mains are due. So we might be in a neighborhood driving the mains  
4 one year and walking the services the next year. So as we  
5 implemented more technology, completed our mapping system, and now  
6 with our automated meter reading system, we have a lot more  
7 efficiency in the leak survey by walking by the main and the  
8 service at the same time --

9 MR. NICHOLSON: Okay.

10 MR. GARDNER: -- in a given area. So it was a  
11 combination of things, but one of the drivers was to get the  
12 survey more efficient, because we felt like if they were walking  
13 by the main they could also walk by the service or vice-versa.

14 MR. NICHOLSON: Okay. So you don't know if one was more  
15 accurate than the other, or was it ever compared or?

16 MR. GARDNER: It's been compared some, but, I think, you  
17 know, if you're walking -- if the main is beyond the sidewalk,  
18 between the sidewalk and the house -- or the service is between --  
19 if the main is beyond the sidewalk, you're going to get a better  
20 leak survey if you're walking over that main than if you're  
21 driving by that main.

22 MR. NICHOLSON: Okay.

23 MR. GARDNER: It's just general. So we think we get a  
24 better survey and a better -- more efficient survey in general.  
25 Does that answer your question?



1           MR. NICHOLSON: That answers my question, yes. I think  
2 that answers my question. So, then, just to be sure -- so was  
3 2011 a mobile survey then?

4           MR. GARDNER: I'd have to go back and check. We  
5 migrated over a period of 5 years. I think we started in -- I  
6 believe we started in 2008 in Tuscaloosa. I'm not sure. I'd have  
7 to go back and look at our records as far as whether that was a  
8 mobile or walking survey of the main in Gate City.

9           MR. HEARD: Yeah. I'm not sure.

10          MR. NICHOLSON: Okay. But everything done post-accident  
11 was walking?

12          MR. HEARD: That's correct.

13          MR. GARDNER: That's correct. That's correct.

14          BY MR. NICHOLSON:

15          Q. And just on that same line of thought, so there was a  
16 survey done on December 17th post-accident, and we took with us  
17 several exhibits, I think six, exhibits that were grade 1 leaks.  
18 We cut the pipe out and took it back to the lab. Were you aware  
19 of all of that? Were you aware of the findings from the  
20 December 17th leak surveys?

21          Q. No. No. I know that one was done. I'm not as familiar  
22 with --

23          MR. GARDNER: Are you describing, are you describing the  
24 17th survey itself or the post, the January survey?

25          BY MR. NICHOLSON:

1 Q. The 17th survey is what I'm curious about.

2 A. Yeah. Yeah.

3 Q. You weren't aware of --

4 A. The 17th survey, I was not a part of.

5 Q. Okay.

6 MR. GARDNER: That's not the contract.

7 MR. HEARD: The contract survey done later I was.

8 BY MR. NICHOLSON:

9 Q. That was not your contract?

10 A. I don't know what all we did on that day. I --

11 Q. You're the manager of leak surveys, right?

12 A. That's correct.

13 Q. Why wouldn't they share with you the results of the  
14 December 17th leaks?

15 UNIDENTIFIED SPEAKER: Well, it's -- they just went on,  
16 right?

17 UNIDENTIFIED SPEAKER: That's a good question. That's a  
18 good question.

19 MR. NICHOLSON: Shouldn't we know?

20 MR. GARDNER: The surveys were done by our company  
21 personnel.

22 MR. NICHOLSON: Okay.

23 MR. GARDNER: Phillip does not manage the company  
24 surveys. Those are managed by our Metro operations. He had  
25 access to the information, but his responsibility is strictly the

1 contract leak survey. Therefore, he managed the contract survey  
2 performed in January when the decision was made to execute that  
3 survey. I mean --

4 MR. HEARD: Yeah. I mean, I know what -- you know, the  
5 final result.

6 MR. GARDNER: This was an on-site survey with our  
7 people. You're talking about the --

8 MR. NICHOLSON: So you only -- you're only involved with  
9 the contracted leak surveys? These internal leak surveys, then,  
10 are managed by who, the districts?

11 MR. GARDNER: They're managed by local -- local  
12 operations management.

13 MR. NICHOLSON: Okay.

14 MR. HEARD: Yeah.

15 MR. NICHOLSON: Like Dave Gallagher? Does Dave  
16 Gallagher have some of that responsibility?

17 MR. GARDNER: It would not specifically be Dave, but it  
18 would be his counterpart in the system integrity program.

19 MR. HEARD: It's people (indiscernible).

20 MR. GARDNER: Henry Buchanan, for example.

21 MR. NICHOLSON: Okay. So, then -- well, let's back up a  
22 little.

23 MR. GARDNER: So, so to be said more clearly, the  
24 business district surveys that are performed by Alagasco  
25 personnel, the routine business district surveys, are performed by

1 Alagasco personnel and are managed by a local operations manager.

2 MR. NICHOLSON: Right.

3 MR. GARDNER: The scheduled periodic contract leak  
4 surveys that are performed company-wide are managed by Phillip.

5 BY MR. NICHOLSON:

6 Q. Okay. And so where do the results of the leak surveys  
7 go?

8 A. The results end up in the same system, our NSAP or on  
9 our business --

10 Q. How does it get there? Does Southern Cross enter them  
11 directly?

12 A. For contractors, we use a -- we require Southern Cross  
13 report their results by digital record.

14 Q. Okay.

15 A. You know, they've got a pad in the field, an iPad.

16 Q. Okay.

17 A. We load -- you know, we give them -- we load the maps  
18 electronically, the meter locations and customers, and then their  
19 technicians in the field use that information to record any of the  
20 results that they find in the field.

21 Q. And that's a relatively new development?

22 A. Yeah. Yeah.

23 Q. What would have been in place in 2011?

24 A. Paper.

25 Q. Paper. Okay.

1 A. Yeah.

2 Q. Okay. And then how would that paper get entered into  
3 SAP?

4 A. Well, at that time, for the contractor, they would fill  
5 out a hard copy leak report for each leak that they found.

6 Q. Okay. And give that to you?

7 A. And from there it would go through the local leakage  
8 coordinator who would --

9 Q. Oh, okay.

10 A. Yeah. I mean, we didn't -- we weren't organized at that  
11 time. Typically, the local supervisor/coordinator would receive  
12 those reports from the field and at some point a clerk would take  
13 those reports and put them into our business system.

14 Q. So it stays at the local level?

15 MR. GARDNER: If the leak -- are you asking about the  
16 leak records for the leak survey or --

17 MR. NICHOLSON: Yes.

18 MR. GARDNER: -- the survey record in general?

19 MR. NICHOLSON: The leak survey. If they find a leak --

20 MR. GARDNER: If they find a leak --

21 MR. NICHOLSON: -- they fill out a leak --

22 MR. GARDNER: That leak would be documented in our SAP  
23 system.

24 MR. NICHOLSON: How does it get there though?

25 Back in 2011 --

1           MR. GARDNER: It would be entered whether -- today is  
2 different --

3           MR. NICHOLSON: Well, at a local -- at a district level?

4           MR. GARDNER: Yeah. Today it's different because it's  
5 gone electronic.

6           MR. HEARD: It would be electronic.

7           MR. GARDNER: But in 2011, which Ed Guy (ph.) could  
8 comment on this, as well, later. It was generated -- a piece of  
9 paper was given to --

10          MR. NICHOLSON: Got it.

11          MR. GARDNER: -- was given to us from Southern Cross.

12          MR. NICHOLSON: Who's us?

13          MR. GARDNER: Alagasco, a local Alagasco representative.

14          MR. NICHOLSON: A local -- okay.

15          MR. GARDNER: Each work location, division office,  
16 had -- still has a person who is a point of contact locally for  
17 the survey, but the paper ticket was handed to the local person  
18 designated as being the leak survey coordinator. And then they  
19 would -- they or their representative would enter the ticket into  
20 our SAP system and go through our normal process.

21          MR. NICHOLSON: Which would also create a work order to  
22 be in effect? Okay.

23          MR. GARDNER: Right.

24          BY MR. NICHOLSON:

25          Q. And now -- so, now, fast-forward to January 2014. Now

1 they're doing it electronically from an iPad.

2 A. And we started that process in January of 2013.

3 Q. Okay.

4 A. And, basically, we get the same information we always  
5 got in the hard copy reports just sent to us digitally.

6 Q. Okay.

7 A. The iPads are downloaded to an FTP site. Reports are  
8 prepared. We go get those reports, bring them into our mapping  
9 system at that point as data points on our mapping system. When  
10 the leaks are reported, we have a method to send those to SAP, and  
11 we create the orders from that data. There's no clerk involved  
12 in --

13 Q. Yeah, manually.

14 A. Yeah. We just -- we automated that.

15 Q. Okay. And then, as far as the maps, I thought I heard  
16 you say you download the maps now to these iPads for the  
17 technicians?

18 A. We do, we -- on surveys that are due that have to do  
19 with main and service, we take the, you know, area that's due for  
20 survey --

21 Q. Um-hum.

22 A. -- and we upload it into a secure site. It's called an  
23 FTP site. And that's where the leak contractor picks up the  
24 information from that site and then they actually do the  
25 downloading into the handheld pads that the technicians use.

1           Q.    Okay.  And that is a map -- have you supplied us one of  
2   those maps?  I can't remember.  It shows -- does it show the  
3   distribution main and the service lines?

4           A.    It shows the distribution mains, some service lines, not  
5   all.

6           Q.    Okay, because I know we had this conversation when I was  
7   on site before, about what maps the leak surveyors have.

8           MR. GARDNER:  Yeah.  We -- well, you know, we gave you a  
9   map of 2011 that the leak surveyors used and signed as the record  
10  for the 2011 part.

11          MR. NICHOLSON:  Okay.  And was distribution only?

12          MR. GARDNER:  Yes.

13          MR. NICHOLSON:  Okay.

14          MR. GARDNER:  And it was manual.

15          MR. NICHOLSON:  Because that's all they were surveying?

16          MR. GARDNER:  On that survey, yes.

17          MR. NICHOLSON:  Okay.

18          MR. GARDNER:  And our services, in general, are not  
19  depicted in our mapping system.  They're now depicted as dots  
20  because our meters are -- we've got a GPS on all of our meters.  
21  Those are depicted as a point in the map, so that gives them  
22  guidance today, but we did not have that in 2011.

23          MR. HEARD:  No, we -- all our meters, because they more  
24  are left on now, I mean, we know within a reasonable distance  
25  where they're at.



1           MR. NICHOLSON: Okay. So they got a map of the  
2 distribution mains, but how are they doing the service mains then  
3 if they didn't have maps of the service lines?

4           MR. GARDNER: In 2011?

5           MR. NICHOLSON: Yes.

6           MR. GARDNER: They were given -- I think I showed you  
7 one yesterday -- were given a list of addresses to perform --

8           MR. NICHOLSON: Okay. So in 2011, they were doing it by  
9 meter -- okay.

10          MR. HEARD: Right.

11          MR. GARDNER: Really, by meter-reading route, we could  
12 say these routes are due in a given year --

13          MR. NICHOLSON: Okay.

14          MR. GARDNER: -- in this boundary.

15          MR. NICHOLSON: And then in 2013, did that change to the  
16 dots that you're talking about, the dashes?

17          MR. HEARD: Yeah.

18          MR. GARDNER: Yes. We did away with essentially -- what  
19 we used to do is give them a paper map with a name and then a list  
20 of routes with addresses for the services. And what Phillip's  
21 group implemented did away with the paper listing of addresses and  
22 the paper copy of a map that we printed and handed off to them.

23          MR. NICHOLSON: But the dot -- do we have a printout of  
24 one of those maps with the dot, because the dot is the meter,  
25 right? And then you knew where the distribution is. It's just a

1 straight line connecting the two?

2 MR. GARDNER: It can be.

3 MR. NICHOLSON: Okay.

4 MR. GARDNER: Yeah, but you've not -- what you haven't  
5 seen are the leak survey -- like if you want to see a leak survey  
6 boundary that Gate City is was in, for example, that could be  
7 provided. It's just basically a -- what we do is we have a  
8 polygon around the distribution system. We may have three 3-year  
9 polygons and five 5-year polygons in Birmingham. So this year  
10 polygon A and polygon 1 are due; A being A, B, C or 1 through 5.  
11 So we may have A and 1 due this year and then B and 2 next year.

12 MR. NICHOLSON: Right. Okay.

13 MR. GARDNER: 3 and 4, and then A and 5.

14 MR. HEARD: They're staggered.

15 MR. GARDNER: Staggered. But, you know, we have -- each  
16 division has a -- and has had, historically, these boundaries  
17 defined. And they were typically defined by the mains, the mobile  
18 survey boundary.

19 MR. NICHOLSON: Okay.

20 MR. GARDNER: That's what we've incorporated into this  
21 walking service of the mains that --

22 MR. HEARD: That they're now walking.

23 MR. GARDNER: -- that ultimately led to Phillip being  
24 able to push that information out. So we provide them with a  
25 boundary that's due in a given year.

1 MR. NICHOLSON: Okay.

2 MR. GARDNER: And in that boundary, they survey mains  
3 and services.

4 MR. NICHOLSON: Right.

5 MR. GARDNER: And they've got the associated  
6 information.

7 BY MR. NICHOLSON:

8 Q. Okay. As far as Southern Cross is concerned, how do  
9 you -- all right, is this -- is part of your responsibility making  
10 sure that their equipment is calibrated?

11 A. Not on a daily basis, no. They report that to us.

12 Q. Okay.

13 A. I don't witness any calibration. We require that they  
14 use, of course, calibrated instruments. which they do. I mean,  
15 they --

16 Q. Calibrated, how often are they required to be  
17 calibrated?

18 A. The Flame Pack is checked every day, but I want you to  
19 understand the check for proper operation and calibrating may be  
20 two different things as well.

21 Q. Okay.

22 A. There are manufacturer's guidelines on doing that very  
23 thing. I don't know what they are sitting here. I know that they  
24 document that they check their instruments for proper operation  
25 daily and document that.

1 Q. And that's provided to you?

2 A. That's provided to the supervisor who works with me.

3 Q. Okay. Who's that supervisor?

4 A. Patrick Maddox.

5 Q. And then is -- and that's just a operational check?

6 A. That's correct.

7 Q. But as far as whether it's actually accurate when you're  
8 predicting percent LEL --

9 A. Yeah. It's supposed to, if it's just detecting like it  
10 should.

11 Q. Well, is there like an annual calibration then beyond  
12 that?

13 A. There is, but I don't -- I think it's a 6-month --

14 Q. Okay.

15 A. -- on a Flame Pack. On the CGI it may have a different  
16 time frame, but they're -- I just don't know what the -- I don't  
17 know and don't remember right off in terms of calibration what  
18 those times, recommended time frames are.

19 Q. That's fine. But the requirement is for them to provide  
20 these certs on that.

21 A. That they check their instrument for proper operation  
22 daily.

23 Q. Okay. Daily?

24 A. Yes.

25 Q. And that they calibrate them at some frequency?

1 A. That they -- yes.

2 Q. And provide certs to your department?

3 A. Provide what?

4 Q. Certifications or proof?

5 A. If we ask for them.

6 Q. Only if they're requested?

7 A. Yes.

8 Q. Okay. So we talked about frequency a little bit. Would  
9 there ever be an instance when a frequency would be reduced, say,  
10 it was a 3-year that you found X number of leaks and put it on a  
11 1-year? Is there any room for that? Or is it just mandated  
12 unprotected and cast iron is 3 years unless it's business  
13 district?

14 A. Yeah, let me make sure I understand. If our system's in  
15 a 3-year survey, it remains in a 3-year survey because it has cast  
16 iron or unprotected steel pipe in it.

17 Q. Okay.

18 A. As far as I know, there's no other criteria.

19 Q. Okay.

20 A. We have a 3-year or 5-year.

21 Q. It just falls in one of those bins?

22 UNIDENTIFIED SPEAKER: A 3 or 5; that's right.

23 MR. NICHOLSON: So you never -- I guess I was looking  
24 for maybe a process where you would look at the results and then  
25 from those results maybe you determine the frequency isn't right.

1 Is that -- isn't there a regulatory requirement -- or not a --  
2 isn't there a -- you can set it at a 1, 3 or 5 based on the  
3 results you're getting. Is that correct?

4 MR. GARDNER: Well, you had to do it every --  
5 regulatory-wise, you have to do unprotected steel and cast iron at  
6 least every 3 years.

7 MR. NICHOLSON: At least. Okay.

8 MR. GARDNER: And protected steel and plastic at least  
9 every 5 years.

10 MR. NICHOLSON: Okay.

11 MR. GARDNER: But you can elect to do it differently.  
12 But to my knowledge, there's not a regulatory requirement to  
13 evaluate the data.

14 MR. NICHOLSON: Okay.

15 MR. GARDNER: Some companies have even gone to a 4-year  
16 interval. They've got an exception from PHMSA to do everything on  
17 a 4-year cycle --

18 MR. NICHOLSON: Okay.

19 MR. GARDNER: -- just for efficiency. But, no, to my  
20 knowledge, there's not a requirement.

21 MR. NICHOLSON: And Alagasco doesn't have a formal  
22 process where they review these frequencies based on a review of  
23 the results from the last leak survey?

24 MR. GARDNER: No.

25 MR. NICHOLSON: It doesn't sound like that.

1           MR. GARDNER: No. But like, for example, in the  
2 business district we over-survey --

3           MR. NICHOLSON: Right, on a monthly.

4           MR. GARDNER: -- beyond the requirement.

5           MR. NICHOLSON: Right.

6           MR. GARDNER: So we would be in tune with the business  
7 district more than anything.

8           MR. NICHOLSON: Yeah. You can't get tighter than --

9           MR. GARDNER: Right.

10          MR. NICHOLSON: -- every other month.

11          MR. GARDNER: That is correct.

12          MR. NICHOLSON: But out in the outlying areas it's just  
13 a 3-year. Well, it's just a 3 year.

14          MR. GARDNER: Right.

15          MR. HEARD: Let me, let me put this in there too so  
16 you'll have all the information you've asked for?

17          MR. NICHOLSON: Sure.

18          MR. HEARD: We've talked about the business district  
19 survey. We've talked about 3 and 5-year. We do a public building  
20 survey.

21          BY MR. NICHOLSON:

22          Q. A public what?

23          A. A public building.

24          Q. Okay.

25          A. So we could survey that we -- it's large churches,

1 auditoriums, that type thing.

2 Q. Okay. That's services, isn't it?

3 A. It's service-only survey.

4 Q. Okay.

5 A. We don't technically survey any mains other than in the  
6 process you pick up some main occasionally, but we survey the  
7 service lines to those buildings once per year.

8 Q. And that's done by company personnel or --

9 A. That's done by contractors.

10 Q. That's done by Southern Cross?

11 A. Yeah. Southern Cross does the public buildings.

12 MR. GARDNER: As far as Southern Cross's survey.

13 MR. NICHOLSON: So you do have a process where you've  
14 identified special locations that would require more frequent --

15 MR. GARDNER: Yes.

16 MR. HEARD: Yeah. It's part of our process, processes  
17 that we do.

18 MR. NICHOLSON: But what --

19 MR. GARDNER: Loosely, that's areas of public assembly.  
20 It's in our procedure manual as well, but that's reviewed on a  
21 regular basis and the records are maintained, similarly, today as  
22 they are for the mains and services.

23 MR. HEARD: Yeah. They're part of our every-year  
24 surveys.

25 BY MR. NICHOLSON:



1 Q. Okay. Was there anything different about the  
2 January 14th survey in Gate City than was conducted in 2011? Were  
3 they both walking surveys? Both Flame Pack?

4 A. In regards to the instrumentation and the --

5 Q. No, how it's carried out. Well, we've said we don't  
6 know if it was driving.

7 A. It was the same. Yeah, I don't --

8 Q. Same, same route?

9 A. Yeah.

10 Q. Okay. Same people?

11 A. I really don't know. I don't, I don't pretty much know.

12 Q. How many people are we talking about on this contract?

13 A. Memory, there were -- most times it was four surveyors  
14 out there.

15 Q. Four just for Gate City or --

16 A. Just for Gate City. If we're talking about --

17 MR. GARDNER: In January? Are you talking about  
18 January?

19 MR. HEARD: January --

20 MR. NICHOLSON: Let's talk about January.

21 MR. HEARD: Yeah.

22 BY MR. NICHOLSON:

23 Q. Four.

24 A. Yeah. There's typically four out there.

25 Q. Okay. And as far as the training and qualifications of

1 these Southern Cross personnel, how do you ensure that the people  
2 out there doing their leak surveys are actually qualified  
3 technicians? I mean, does Southern Cross provide you  
4 information? Does Alagasco train these people?

5 A. They do, and they go through the same operator  
6 qualification training that we would go through.

7 Q. Which is what? Who --

8 A. Well, the -- I'm not sure what all the OQ leak detection  
9 part entails exactly to name those for you. They go through an  
10 operator-qualification training --

11 Q. Okay.

12 A. -- before they can work for us.

13 Q. And they supply written verification of these people and  
14 this training and qualifications to you?

15 A. If we ask them for it, yes.

16 Q. Oh, okay.

17 MR. GARDNER: I think they provide it to our technical  
18 training department.

19 MR. HEARD: Yeah, and that part I don't know the timing.

20 MR. GARDNER: We can clarify that with Randy Donaldson.

21 MR. HEARD: Yeah.

22 MR. GARDNER: They're contractually required to have OQ-  
23 certified leak survey technicians.

24 MR. HEARD: That's correct.

25 BY MR. NICHOLSON:

1           Q.    Okay.  So, the work that's done by the leak surveyors  
2 goes -- stays at a local level.  It's not something you review?  
3 Your job is to manage the contract and make sure you have enough  
4 resources, people, available to manage the backlog?

5                   MR. GARDNER:  You do get the results from the survey.

6                   MR. HEARD:  Yeah, I -- I mean, I see the leakage  
7 results.

8                   BY MR. NICHOLSON:

9           Q.    Do you do anything with those results other than map  
10 them?  Are you reviewing them to see, oh, grade 1 leaks are up;  
11 grade 2 leaks are down?  Are you doing anything with that  
12 information, any analysis?

13           A.    We do a lot of analysis tracking the surveys in terms of  
14 progress.  We --

15           Q.    Progress as far as?

16           A.    Progress in verification, if the surveys are being  
17 performed in a workman-like manner.

18           Q.    Okay.

19           A.    That the surveys, that they're doing what we asked them  
20 to do.  In other words, we review and analyze the data we get back  
21 through this electronic reporting to be sure that they are in the  
22 areas that we have assigned to them.

23           Q.    All right.  But you don't -- you never send anyone out  
24 to verify that the grade 1 they said was a grade 1?  You don't  
25 send internal people out ever to do spot checks on the --

1           A.    Well, on grade 1s, those are call-ins from the field.

2           Q.    Okay.

3           A.    We don't see those.

4           Q.    What about grade 2?

5           A.    Grade 2s are transmitted through our digital process,  
6 reporting processes. Do we send somebody back immediately after a  
7 grade 2 report? Is that what --

8           Q.    Yeah. Do you ever check the work that comes in from  
9 Southern Cross to make sure that what they say is a grade 2 is a  
10 grade 2?

11          A.    We do not have a formal process for that. We know where  
12 the leak location is. We -- and there's more than one way to  
13 detect, you know, sources of -- detect a leak. If it's got odor,  
14 then we --

15               MR. GARDNER: Well, we do respond to it eventually.

16               MR. NICHOLSON: Well, I know you get to it eventually.

17               MR. GARDNER: Yeah --

18               MR. HEARD: But for us to go out and verify their work  
19 the next day or a month from now, no.

20               BY MR. NICHOLSON:

21          Q.    I mean, just like a spot check? Okay. What about these  
22 month-to-month or every-other-month inspections in the business  
23 districts? Do you see, I mean, do you see a lot of differences in  
24 those surveys? Nothing one -- say, nothing in one survey and then  
25 a month later, you know, in a follow-up survey you see leaks, or

1 does it stay fairly static?

2 A. It's fairly consistent.

3 Q. Okay.

4 A. We don't see --

5 Q. Spot changes?

6 A. No. I mean --

7 Q. So, is it surprising that in Gate City we found a large  
8 number of leaks -- well, at least six, that we took back with us  
9 in December, and then in January on a follow-up survey by Southern  
10 Cross they found another -- I don't know, how many leaks did you  
11 find?

12 MR. GARDNER: Ninety-six.

13 BY MR. NICHOLSON:

14 Q. Ninety-six? Ninety-six leaks a month later?

15 A. Now, I --

16 Q. Okay. In your experience that's normal, par for the  
17 course?

18 A. I'm not sure I would -- I don't, I don't know.

19 Q. Okay. That's fair. Because you -- well, you didn't  
20 look at the data, I'd suppose, anyhow.

21 MR. NICHOLSON: I'll ask you, Bob, is it -- I mean, is  
22 that unusual? If you do a month-to-month in the business  
23 districts, do you see that kind of disparity between a month and 2  
24 months?

25 MR. GARDNER: Not that I'm aware of, no. No.

1 UNIDENTIFIED SPEAKER: It's probably worth talking to  
2 David Gallagher about that because the leak survey that was done  
3 on the 17th was probably not a leak survey as like Southern Cross  
4 would do.

5 MR. GARDNER: And that is accurate, because it was one  
6 in which we were looking for immediate issues in response to what  
7 had happened, whereas the one that --

8 MR. NICHOLSON: Well, it was the Alagasco crew.

9 MR. GARDNER: It was Alagasco people doing it.

10 MR. NICHOLSON: And they're trained the same as the  
11 Southern Cross?

12 MR. GARDNER: They are. But they were, they were not --  
13 they were reacting to the emergency more than they were going  
14 through a methodical process such as Southern Cross would do.  
15 They were, they were -- I think --

16 MR. NICHOLSON: They were seeking out certain --

17 MR. GARDNER: -- David could answer -- perhaps David  
18 could comment better on what they actually did on that survey and  
19 how that would compare, but I think that is a good distinction.

20 MR. NICHOLSON: Okay. Okay. I don't have anything  
21 else. I'll pass it off. Ravi seems to have disappeared. I'll  
22 pass it off to Keith.

23 UNIDENTIFIED SPEAKER: Keith, do you have anything?

24 MR. NICHOLSON: Nothing for the record. Bob, anything  
25 you want to clarify?

1 MR. GARDNER: No, I do not. Thank you.

2 MR. NICHOLSON: Okay. Since Ravi is out, we want to  
3 give him an opportunity to ask you some questions. Why don't we  
4 take a 5-minute break and -- we'll go off the record.

5 (Off the record.)

6 (On the record.)

7 MR. NICHOLSON: Okay. We are back on the record with  
8 Phillip Heard, leak survey. Ravi, do you have questions for  
9 Mr. Heard?

10 MR. CHHATRE: Yeah. I got a few questions.

11 BY MR. CHHATRE:

12 Q. And I'm going back to the leak surveys, the contractor  
13 and the in-house leak surveys you guys do. For clarifying in my  
14 own mind, the business district leaks are being done by a  
15 contractor once a year and company does internally every 2 months.  
16 Is that correct or?

17 A. I'm not sure. The instrument that --

18 Q. No, no. Business district leak surveys that you guys do  
19 is contracted out for a once-a-year survey and in-house survey is  
20 done every 2 months?

21 A. For the -- oh, for the business district survey?

22 Q. Yeah. Right.

23 A. The company crews do the every other month --

24 Q. Right.

25 A. -- for cast iron unprotected.

1 Q. Right.

2 A. And they do an annual for protected and plastic. The  
3 contractor does once each annually.

4 Q. Yeah. Okay. And that includes all pipelines?

5 A. It includes those in our business district.

6 Q. Right. But all: plastic, protected steel and  
7 unprotected cast iron.

8 A. Contractor does each regardless. They're going to do it  
9 one time annually --

10 Q. Yeah. One. Okay.

11 A. -- in addition to what our crews already do.

12 Q. Right. And the company data goes somewhere else and the  
13 contractor data comes to you; is that correct?

14 A. Let me try to explain this. Company, if you're talking  
15 about data for the leak --

16 Q. Leak survey.

17 A. It's done from inside their truck. We have a computer  
18 system that those guys use inside the truck that they enter that  
19 information. An order is created in the system. It ends up in  
20 the same place in our SAP application.

21 Q. Okay.

22 A. The contractors -- it actually hits -- I mean, it's very  
23 similar. It's an FTP site which is forwarded on to us from there.  
24 We extract that from that site.

25 Q. So --



1           A.   Eventually, it ends up in the same place as a work  
2 order.

3           Q.   Okay.  So who puts the contractor data into your SAP  
4 system?

5           A.   A couple of the guys that report to me.

6           MR. GARDNER:  Ravi, I'm sorry.  You said who puts the  
7 contractor data --

8           MR. CHHATRE:  Into the system.  I mean, I --

9           MR. GARDNER:  -- into our SAP system?

10          MR. CHHATRE:  Yeah.  What I just heard, Bob, was, right,  
11 these days the company people, company employees, through the  
12 computer system, that data gets directly into your system, right?  
13 Am I understanding that correct?

14          MR. GARDNER:  Yeah.

15          BY MR. CHHATRE:

16          Q.   Leak survey information goes directly into wherever it's  
17 supposed to go, mapping or --

18          A.   Yeah.  We pull it from them into our mapping system  
19 first.

20          Q.   Right.

21          A.   We map the results.  We know where the leaks -- the  
22 leaks are lat/long.

23          Q.   Right.

24          A.   They're paths of bread crumbed.  We know where they  
25 walked or where they didn't walk.  And we take that data, download

1 it in our, what we call our -- it's our map -- we call it MAGI.  
2 It's our mapping system.

3 Q. Okay.

4 A. And retain that and we send the leak data as well to our  
5 IT group who converts that information into a work order.

6 Q. Right. Okay. And then the contractors' leak survey  
7 data, how does that get into your SAP and MAGI and --

8 A. Yeah. I'll just describe that they -- we pull it from a  
9 site that's put there in former reports.

10 Q. And your group --

11 A. And then my group extracts that and pushes into our  
12 mapping system.

13 Q. Okay, MAGI?

14 A. Yes, sir.

15 Q. Okay.

16 A. And then we take the leaks themselves and then we send  
17 those to our IT group who runs them through a process to create  
18 the work order.

19 Q. Okay. So, on -- who compares the data to see if the  
20 leak information is matching? If company crew does a survey and  
21 finds a grade 2 leak, for example. Let's just take an example of  
22 unprotected cast iron at location A. And then the contractor  
23 comes in once a year, who checks that they also saw that leak as  
24 grade 2 or they did not see the leak at all? Who does that cross-  
25 check? Do you understand what I'm saying?

1           A.    Ravi, I see what you're saying. For me to say that we  
2   don't do some type of this doesn't look right or this looks right,  
3   would not be correct. We do that. But for us to sit down and  
4   compare, okay, well, the contractor found X amount of leaks in  
5   this area and the company found this amount of leaks, they're  
6   not -- we don't necessarily do a one-to-one comparison on end  
7   results.

8           Q.    So there is a process that says -- I guess what I'm  
9   trying to connect in my own mind as to if there is a grade 2 leak  
10   that your crew found, in theory, the contractor should also see  
11   the same thing in --

12          A.    I have seen that occur.

13          Q.    But my question really is, is there a process in place  
14   that says when the contractor information comes in, do this, this  
15   and this to match to see whether there is a discrepancy or there  
16   is no discrepancy? Is there a document in place?

17          A.    What I think I hear you saying is, if the company found  
18   it and it's a grade 2 leak, then if a contractor 6 months later  
19   doesn't find it, then maybe something's wrong. Is that --

20          Q.    I'm not saying something is right or wrong. I'm just  
21   saying there has to be some way of -- I mean, the whole purpose of  
22   data is to analyze the data.

23          A.    Yeah.

24          Q.    Not just compiling it. And so I'm just trying to find  
25   out in the analysis process do you guys have a -- some set of

1 procedure in place that says this is the way you should compare  
2 the data at all, or is it just done if you feel like it or if  
3 there's some -- I mean, is there a documentation or process in  
4 place or no place? There is no documentation or procedure that  
5 says this is the way it should be done?

6 A. No, but I want to tell you this. And I've been around a  
7 pretty good while. We do contract and company survey a lot for  
8 one validating the other, in and of itself, if you see what I'm  
9 saying. We don't just do the critical area, necessarily, just  
10 with the company crew or contract crew. We do it with both.

11 And I think that's a -- part of the reason for that is  
12 that you got two separate parties. To say that one may turn in a  
13 lot more leaks than the other, I don't see that in the data.  
14 There are different times that repairs are made. If the company  
15 crew turns in a leak on a survey, it may, in fact, get repaired  
16 before the contractor ever reaches the same area in their survey.  
17 So I'm not -- I see your point. We don't have a formal process  
18 that says match this. So --

19 Q. Okay. I get the short answer is no. But, I mean -- the  
20 reason I'm asking this is, how will you know if a grade 3 is  
21 becoming a grade 2 in 3 months? That would ring some sort of  
22 alarm in your mind that, look, 3 months ago, Mike first saw a  
23 grade 3 or classified it as grade 3; now, 6 months later, the  
24 contractor came in, sure enough, he or her sees the leak at the  
25 same location but now the classification is not grade 3 but

1 grade 2, indicating that there is a, maybe, an increased problem.

2 A. Yeah.

3 Q. I'm not saying that there is a problem, but -- I mean,  
4 that -- what I'm really missing here is the data are generated,  
5 but the whole purpose of data is to kind of give you some kind of  
6 a check, cross-check information, right, that you can utilize  
7 that? And it looks like you had nice data coming in --

8 A. Well, and we -- and I understand what you're saying, and  
9 I can tell you this. We've not had the technology to do what  
10 we're doing. The reason we're doing what we're doing is we have  
11 the technology. We have not always had that technology. We're  
12 developing. There are many, many ways that we can use that data.  
13 Getting it in, organizing it, putting it in a form that we can  
14 understand and compare, because you have to, you have to be  
15 careful when you start comparing results of one survey to the  
16 other.

17 For example, if I want to know, you know, why a leak --  
18 we found more leaks this year than last, I can't really go back  
19 and look at last year. I got to go 3 years back. I got to match  
20 the survey timing. So, we're just now getting the technology that  
21 gives us the ability to make sure we're comparing apples to  
22 apples. A fully developed -- we've got a system in place now that  
23 we're particularly pleased with, with the digital recording, the  
24 bread-crumbing, the landmarking of leaks, the lat/longing. We  
25 hadn't always had the technology to do that, so --

1           Q.   Well, that's fine, and I understand.

2                   Now, doing the business district, one of the things you  
3 mentioned about these cracks in concrete are because the  
4 concrete's covering it and you are doing it more frequently?

5           A.   Right.

6           Q.   Is concrete or asphalt an issue in detecting the leaks  
7 for when the crew walks over the pipeline or that has never been  
8 an issue for you guys?

9           A.   Is it an issue? Or, you mean, in terms of hiding or not  
10 disclosing --

11          Q.   Yeah. Finding or --

12          A.   These guys, these leak technicians, our folks, are  
13 trained to seek out openings. Bob mentioned it a while ago. We  
14 try to get the cracks --

15          Q.   Um-hum.

16          A.   -- street patches where the main may have been repaired  
17 or a water box or a gas valve box. We try to get to those  
18 openings. You know, riser locations, around those --

19          Q.   Yeah.

20          A.   -- power poles, anywhere that we can find where that  
21 surface has been interrupted are the types of places they check on  
22 these surveys.

23          Q.   Really, the concrete really is not a major issue in  
24 terms of identifying if there is a leak, pretty much, then? The  
25 concrete or asphalt is not an issue in terms of doing the job

1 properly?

2 A. Concrete and asphalt don't in and of itself prevent you  
3 from finding a leak. I mean, it doesn't. It makes you have to --  
4 we do more frequent surveys.

5 Q. Um-hum.

6 A. You don't have a wide open -- you don't have prairie. I  
7 mean, it's asphalt and concrete. But it's survey-able is what  
8 I'm, I'm saying to you.

9 Q. Okay. Now, in the residential areas Alagasco's crew do  
10 not perform any surveys?

11 A. Alagasco crews?

12 Q. Yeah.

13 A. We have crews that do those, yes.

14 Q. In residential areas also?

15 A. They do business district surveys.

16 Q. Okay, but not -- I mean, I'm kind of differentiating  
17 businesses and -- like Gate City will be a residential, not --

18 MR. GARDNER: You said residential -- was the question  
19 do Alagasco crews perform leak surveys in residential areas?

20 MR. CHHATRE: Correct. Correct.

21 MR. GARDNER: I think that answer would be typically no,  
22 that we don't --

23 MR. CHHATRE: No. That's why I thought. I just want to  
24 confirm that.

25 MR. GARDNER: Residential areas as opposed to business

1 districts.

2 MR. HEARD: Oh, yeah.

3 MR. GARDNER: Yeah.

4 MR. CHHATRE: That's what I wanted to make sure. Okay.

5 BY MR. CHHATRE:

6 Q. And I guess earlier you answered the question. Who --  
7 you said the contractor crew or whoever the people are performing  
8 the survey, if you ask for it, their qualifications will be  
9 provided to you?

10 A. If I personally ask for it, they would provide it, if  
11 that's what you're asking me. They are required contractually to  
12 work with people who are qualified to do the work.

13 Q. But your contract with Southern Cross does not require,  
14 does not require the crew when they come in to do a survey to  
15 provide those documentation?

16 MR. GARDNER: I think they had to provide that in  
17 advance of the survey. They had to send us a list. Randy can  
18 comment on this better, but we require that they have qualified  
19 people. And, to my knowledge, we also require them to submit  
20 those verifications of their OQ numbers to our technical training  
21 department, and that's on file before they can go to work for us.

22 MR. CHHATRE: Okay. So --

23 MR. GARDNER: If they have somebody leave and they  
24 replace them, they've got to have that information documented with  
25 the people that monitor that for all of our contractors.



1           MR. CHHATRE: But training department is different than  
2 the actual -- the contract. I think you --

3           MR. GARDNER: Well, the OQ program is not managed by  
4 Phillip --

5           MR. CHHATRE: Right.

6           MR. GARDNER: -- or me, for example.

7           MR. HEARD: Thank you.

8           MR. GARDNER: That's managed by the technical training.

9           MR. CHHATRE: Right. So, how does the information get  
10 transferred? If they're saying the crew coming on January 18, we  
11 are the people coming in and we are qualified, how would the  
12 person who is monitoring them would know that these are different  
13 people than actually -- I mean, the people can get sick. How  
14 would, how would anybody know if --

15           MR. GARDNER: I would request that, if you don't mind,  
16 that we ask that question to Randy Donaldson --

17           MR. CHHATRE: Okay.

18           MR. GARDNER: -- because he understands that. I think I  
19 know the answer. but I would prefer him to answer --

20           MR. CHHATRE: Sure. That's fair.

21           MR. GARDNER: -- on our behalf.

22           MR. CHHATRE: That's fair. Not an issue here.

23           BY MR. CHHATRE:

24           Q. And do you have a process where you actually QC the  
25 contractors who work, a random check, that they did the survey on

1 a particular street? That your crew or somebody goes in and makes  
2 sure that their data matches with the --

3 A. The crews themselves, when they go there to repair the  
4 leak. You know, if it's not like it's reported, we know it.  
5 Typically, you don't get a lot of complaints about that.

6 Q. No, I guess my -- let me rephrase the question. If I'm  
7 your contractor and I learn on street A there is a -- do a survey,  
8 and I come back and said no reportable leaks, do you guys go back  
9 and double-check that to make sure that I didn't miss anything?  
10 Just like a QC system, you know, you have qualifications, quality  
11 control. You want to check that they are right.

12 A. What we do is go look and make sure that the data  
13 supports that they were there.

14 Q. Okay.

15 A. We don't go back right away and necessarily see if we  
16 can find a leak ourselves. We do make sure that they survey where  
17 we told them to survey.

18 Q. So, I guess -- okay. How do you know that the job is  
19 done right? I mean, I'm not saying they are not doing it right,  
20 but I'm saying there should be some kind of a quality control  
21 check. You are paying a contractor to do a job. How do you know  
22 your contractor is not making a mistake or -- there is nothing --  
23 there is no process that every so many miles you will do a QC  
24 check?

25 A. At this point we are at the point where we can go in and

1 verify that they were there and where they were supposed to be.

2 Q. Right. But, I mean -- okay --

3 A. But whether or not, right behind them, they didn't pick  
4 up a leak -- and I know that -- I think I know what you're asking  
5 me. We got to remember though even if you QC, necessarily, it  
6 doesn't mean that one or the other --

7 Q. I agree, I agree completely.

8 A. I mean --

9 Q. It's just one more assurance.

10 A. A snapshot of time of a visit to a site.

11 Q. It's basically one more assurance for you that --

12 A. So, if my crew, if my contract crew went there and  
13 didn't find a leak and then 3 weeks later I sent somebody there to  
14 QC and they didn't find -- and then they found a leak, I mean, I'm  
15 not at the point where I can figure out how to say you missed that  
16 leak. I mean --

17 Q. Okay. I'm not -- no, that --

18 A. That's not fully, that's not fully developed, and that  
19 would be the --

20 Q. No, that was not the intent of the question. The  
21 question was how do you quality control the contractors' work, not  
22 necessarily blaming anybody or -- is there --

23 A. And the answer I give you is, we're at the stage of  
24 quality control where we can be sure that we -- that that  
25 contractor surveyed the areas that we gave him.

1 Q. Okay. That pretty much wraps up my questions then.

2 Thanks so much.

3 BY MR. JONES:

4 Q. Phillip, one thing I wanted to ask you going over all of  
5 that and I may have missed it earlier. I know we used to -- there  
6 was a thing called a nighttime critical area survey that was done  
7 at night. Do they still do that?

8 A. No. We don't do a, we don't do it contract. No, they  
9 do that during regular business hours.

10 Q. Okay. Well, this was done by company crews at that  
11 time. They did it at night.

12 A. Well, the company crew survey, just to make sure I  
13 understand what you're asking, was one that we had defined  
14 checkpoints of what's going on. Now, with the technology that we  
15 got, it's a service -- it's an area survey. It's not just a  
16 checkpoint survey.

17 Q. Okay.

18 A. And the same thing with the contractor. We don't do  
19 those at night necessarily.

20 Q. I think the reason they were doing it at that time was  
21 because it was downtown, it was a critical area, and there was no  
22 traffic or anything around to disturb or, you know, to pick up  
23 exhaust fumes or anything like that is why. So, I was just  
24 wondering. I know it was something -- that was a type of survey  
25 we used to do.

1           A.   Wallace, we, we still do, do a survey.  It's just not  
2 done at night.

3           Q.   Okay.

4           MR. NICHOLSON:  Bob, anything?  Nothing from Bob?

5           MR. GARDNER:  No, sir.

6           MR. NICHOLSON:  Okay.  I've got a few follow-up here,  
7 Phillip.  Sorry, I know you're ready to get out of here.

8           BY MR. NICHOLSON:

9           Q.   You mentioned some terms I just wanted you to elaborate  
10 a little on.  You said we can -- you're getting bread crumbs,  
11 landmarking, lat and long.  What can you --

12          A.   That's correct.

13          Q.   Elaborate on what are bread crumbs, landmarking --

14          A.   GPS.  We -- what we ask our contractor to do with the  
15 equipment that they have in order to be able to receive their  
16 information back on leaks, location, anything that we might -- you  
17 know, if we need to paint a meter, if we need -- other things that  
18 we do in the field to take care of our system, we ask our  
19 contractor to landmark each meter in a survey that involves a  
20 service or mark the service line riser because not all service  
21 line risers have meters on them.  So we ask the contractor with  
22 their pad, which has GPS capability, to landmark that meter or  
23 that service riser location.

24          Q.   Okay.

25          A.   And we ask them to do the same when they find a leak.

1 If you find a leak, we want to know the lat/long of that leak.

2 Okay.

3 Q. They're pinging it, right?

4 A. That's right. I mean, it's a satellite based -- I mean,  
5 it's just -- I get, you know, I use them to --

6 UNIDENTIFIED SPEAKER: (Indiscernible).

7 MR. HEARD: So, we landmark every meter, we landmark  
8 every leak. We know within a -- typically, we see within two or  
9 three meters, we know where that leak location is and we get  
10 confirmation that if I can't give you a drawing of a service line,  
11 that I can see the bread crumb path to the meter location we  
12 furnished you, and I have them landmark that. So, we know they  
13 either did or didn't survey all the accounts that we gave them  
14 with this -- with the equipment we we're using.

15 MR. NICHOLSON: Okay.

16 MR. HEARD: So a landmark is just a --

17 BY MR. NICHOLSON:

18 Q. So the bread crumb is you connecting the dots between  
19 the landmarks?

20 A. The landmark is where they actually call --

21 Q. Okay.

22 A. -- for its location from a satellite.

23 Q. Got it.

24 A. The bread crumb is a constant pinging.

25 Q. Oh, it is. So you can actually follow-up?

1 A. Yeah.

2 Q. But that's new as of 2013?

3 MR. HEARD: We started January 1, 2013.

4 UNIDENTIFIED SPEAKER: Yes.

5 BY MR. NICHOLSON:

6 Q. Okay. So that way you can really confirm that they  
7 walked the route they said they walked?

8 A. That's exactly right.

9 Q. So it's a huge improvement.

10 A. And we can confirm where they didn't and we have to --  
11 we make them go back and survey those areas.

12 Q. Okay. Does the GPTC guidance document on distribution  
13 systems, is that something that's utilized by the leak survey  
14 group at all?

15 A. Matt, I want -- am going to let Bob answer that because  
16 he's more familiar with the GPTC than I am.

17 Q. But I'm asking you, though, do you -- is it something  
18 you utilize or it's a corporate --

19 A. The GPTC?

20 Q. -- yeah, guidance?

21 A. The guidance that I know that we use GPTC for is the  
22 leak rating.

23 Q. Okay.

24 A. Not -- I mean, we pretty much follow the GPTC code on a  
25 leak rating --

1 Q. Okay.

2 A. -- the 1's, 2's and 3's. As it might apply to anything  
3 else, I'm not sure about that.

4 Q. Okay. That's a fine answer.

5 A. Okay.

6 Q. That's good. Okay. And I just want to be clear. I  
7 think Ravi's touched on this a little. If Southern Cross goes out  
8 and paints a grade 2 leak, that means they get 12 months -- you  
9 guys have 12 months to fix that. When Alagasco goes out to fix  
10 that leak, they do further bar testing, I think, to try and  
11 pinpoint that leak?

12 A. That's correct.

13 Q. If that grade 2 is now a grade 1, is that documented  
14 anywhere by Alagasco to say, hey, when we went out there to fix  
15 it, this was not what we would have called a grade 2? Do they  
16 document their readings at that time?

17 A. The crew that goes out there is assigned that leak to  
18 repair. They'll go out and go through a process to locate the  
19 leak, pinpoint the leak.

20 Q. Um-hum. Right.

21 A. If it had characteristics it might be something other  
22 than 2, I don't know that they would ever fix it.

23 Q. Right.

24 A. So, I don't know --

25 Q. Okay. So it might not get documented. Do they record



1 the values they were reading at the time they were --

2 A. The crews don't record the values they use in the  
3 pinpointing process.

4 Q. Okay. That's exactly what I was asking. All right. So  
5 we wouldn't really know if it had risen up?

6 A. No.

7 Q. If -- well, I'll just ask this the way it's written.  
8 How does Alagasco verify and confirm that a leak classified as  
9 grade 3 under a street with wall-to-wall paving is not migrating  
10 into a nearby building? Is there a process in place?

11 A. For grade 3 --

12 Q. Say it's a grade 3?

13 A. -- in a building?

14 Q. Well -- yeah.

15 A. In a business district?

16 Q. So you said you scan the cracks in the sidewalk?

17 A. Yeah. Remember, on the business districts we survey  
18 more frequently, particularly, with cast iron. unprotected steel  
19 in those business districts. So my answer is we survey them more  
20 frequently anyway.

21 Q. So you wouldn't go in the building to --

22 A. If a crew had reason to believe that there would be  
23 gas -- could be you have gas in a building, they would go in the  
24 building.

25 Q. Okay.

1           A.    Or either they would get somebody that works for the gas  
2   company, say, a service man, to come out and help them get in the  
3   building and make their checks as well.  So --

4           Q.    It sounds like that's not a typical --

5           A.    No, we wouldn't -- if we suspected there was gas in a  
6   building, we'd investigate that immediately one way or the other.

7           Q.    Okay.  Okay, and then, just lastly, I made a little  
8   sketch for this one because we we were talking about this off the  
9   record and I'd like to get it on the record.  We know that, you  
10   know, in some instances you said you landmark the meter.  We know  
11   where the main is, and we were wondering -- we were talking about  
12   how the surveyor might assume that it's a straight -- a home run  
13   between the main and the meter.  Can you just talk a little bit  
14   how --

15          A.    Yeah.  What --

16          Q.    -- how do we ensure we catch something like this?

17          A.    Yeah.  What the Southern Cross technician is trained to  
18   do is he's going to walk this main.  He's going to find a meter  
19   location, say, meter location 8.  We give them those numbers so  
20   they know where to start looking for the meter on the building.

21          Q.    Okay.

22          A.    So, if it's there and, say, the house is here, he's  
23   going to walk that survey a little bit more to the left of where  
24   that meter is situated.  In other words, if the -- with the meter  
25   being here --

1 Q. Um-hum.

2 A. -- he really doesn't have a choice but to assume it's a  
3 straight line, but what he does is he walks a little bit more to  
4 one side of that straight line up.

5 Q. Okay.

6 A. And then he'll walk a little bit more to the other side  
7 of it coming back out to the street.

8 Q. Okay. So, what would he think? What's he picking up in  
9 his walk? Can you describe what he finds? It just depends?

10 A. It would depend on the wind if there was -- I mean, on  
11 the weather. So, I'd have to say say every time they pick up 3 --

12 Q. But there is a process --

13 A. -- feet each side, I can't say. I don't know.

14 Q. Okay.

15 A. Sometimes more, sometimes it may be less.

16 Q. But the intent of that process is in case there's some  
17 deviance in the --

18 A. Well, yeah. It's a general area survey. We use an  
19 extremely sensitive instrument. Remember, we get in to PPM. So  
20 do you really have to be on top of the pie, I mean, with that  
21 instrument?

22 Q. No.

23 A. I --

24 Q. So, I guess, then, from what you described, then they  
25 don't get the service line maps? These are the --

1           A.    That's correct.

2           Q.    Okay.

3           A.    They get the meter location --

4           Q.    That's it.

5           A.    -- address, all the other information, so they know  
6 where to look for the meter.

7           Q.    Okay. Okay. Good. Anything else?

8           MR. CHHATRE: No, I'm good.

9           MR. HEARD: Let me be sure now on that one.

10          MR. NICHOLSON: Yeah.

11          MR. HEARD: That's typical don't get the map. We do  
12 have some services maps, so -- if you went over here -- well, you  
13 know, if I had a map on this. We have -- we map some services, at  
14 least some of the larger services, that were put in for large  
15 customers that require them.

16          MR. NICHOLSON: Okay. All right. I was speaking more  
17 about residential.

18          MR. HEARD: Yeah, residential, typically, no.

19          MR. NICHOLSON: Okay. With that, I think we'll go off  
20 the record and end the interview. Thank you.

21                (Whereupon, the interview was concluded.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:           ALABAMA GAS CORPORATION (ALAGASCO)  
                                  NATURAL GAS RELEASE WITH IGNITION  
                                  BIRMINGHAM, ALABAMA  
                                  DECEMBER 17, 2013  
                                  Interview of Phillip Heard

DOCKET NUMBER:           DCA-14-MP-001

PLACE:                    Birmingham, Alabama

DATE:                     July 15, 2014

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.

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Vanita Tildon  
Transcriber