

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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NATURAL GAS-FUELED EXPLOSION *

DURING ROUTINE MAINTENANCE, * Accident No.: PLD21FR002

FARMERSVILLE, TEXAS *

ON JUNE 28, 2021 *

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(File: AVMerged_06-28-2021_03.37.13.4p_-_615_-_Gabaree__8289640)

Recording of 911 Call

Monday,
June 28, 2021

R E C O R D I N G

1
2 DISPATCHER: Collin County 911. What's the location of your
3 emergency?

4 CALLER: Yes. I'm with Atmos Energy. We just had an
5 explosion over here at a pipeline in Farmersville.

6 DISPATCHER: Where at? I see you at Audie Murphy --

7 CALLER: Actually I am on --

8 DISPATCHER: -- and --

9 CALLER: FM -756.

10 DISPATCHER: And what's the nearest cross street?

11 CALLER: We are west of highway 78.

12 DISPATCHER: Okay. Is anyone, is anyone injured?

13 CALLER: Yes, ma'am. We have two guys that are unconscious.
14 We were loading a -- into a pipeline, and we have two guys that
15 are unconscious. I don't know if they're even breathing.

16 DISPATCHER: Okay.

17 CALLER: No, I'm on the phone with 911.

18 DISPATCHER: Okay --

19 (Background conversation:)

20 SPEAKER: (Indiscernible)

21 CALLER: What about Dale?

22 SPEAKER: I'll try him. I'll try.

23 CALLER: I don't know if he --

24 DISPATCHER: Has anything --

25 SPEAKER: I'll try.

1 CALLER: Deric's unconscious.

2 DISPATCHER: And you have two, so you have two workers
3 injured?

4 CALLER: We have two, we have two unconscious, not moving.
5 I've got one that's lying on the ground; he is conscious. I've
6 got another man, a fourth man, that's injured.

7 DISPATCHER: Okay. So you have two people that are laying on
8 the ground unconscious and one is injured?

9 CALLER: Yes.

10 DISPATCHER: Okay. So is anyone trapped?

11 CALLER: No. No one's trapped. No one is trapped. We were
12 loading into a, a launcher here and we had a flash of gas.

13 DISPATCHER: Okay.

14 CALLER: We had a flash of gas that exploded out of the end
15 of the pipe.

16 DISPATCHER: Okay. Is anything still on fire?

17 CALLER: No. It just flashed and went out.

18 DISPATCHER: Okay. Is the gas in the area shut off?

19 CALLER: We have it valved out, but I think we had a little
20 bleed-by.

21 DISPATCHER: All right. What is your name?

22 CALLER: My name is Rodger Ballinger, B-A-L-L-I-N-G-E-R. I'm
23 (indiscernible).

24 DISPATCHER: Okay. Rodger, what's a phone number for you?

25 CALLER: [REDACTED].

1 DISPATCHER: Okay.

2 CALLER: We have two guys that are unconscious. I don't know
3 if they're, if they're alive. They're bleeding from the head, it
4 looks like.

5 DISPATCHER: Okay. Okay, what I'm going to do is I'm going
6 to get you on with our ambulance service. They're going to give
7 you some pre-arrival instructions for those guys, okay? Is there
8 anything --

9 CALLER: Okay.

10 DISPATCHER: -- that we need to do to contact Atmos?

11 (Phone ringing)

12 CALLER: I've got, I've got -- one of my co-workers is on the
13 phone with Atmos.

14 DISPATCHER: Okay.

15 CALLER: And he contacted -- he's on the phone with, with his
16 boss with Bobcat Contracting.

17 DISPATCHER: Okay. Okay. I'm showing you near the address
18 of 14714 FM 2456. Does that sound correct?

19 CALLER: 2756, yes, ma'am.

20 DISPATCHER: All right.

21 AMR, are you there? AMR, are you on the line?

22 (Phone ringing)

23 DISPATCHER: We've got everybody headed this way.

24 CALLER: Okay.

25 DISPATCHER: So your two -- you have two patients that are

1 bleeding from the head and unconscious, one is --

2 CALLER: One -- I got one laying on the ground that is
3 conscious. He was raising his head and -- so he is, he is --

4 DISPATCHER: Okay.

5 CALLER: And I got another one that's slightly -- I think
6 he's slightly injured. He's up walking around.

7 (Phone ringing)

8 CALLER: I can (indiscernible)

9 DISPATCHER: We do have everybody headed that way, Rodger.

10 AMR: Address of the emergency?

11 DISPATCHER: This is Collin County with a transfer. It's
12 going to be near the intersection of FM 2756 and County Road 613.

13 AMR: We -- do you have the caller -- the phone number for
14 the caller?

15 DISPATCHER: The caller's calling from [REDACTED], [REDACTED]
16 [REDACTED]. You have Rodger on the line. He works for Atmos and
17 they just had an explosion. He has four patients total. Two
18 subjects are unconscious and bleeding from the head.

19 AMR: Thank you.

20 Rodger, are you there?

21 CALLER: Yes, I'm here.

22 AMR: Okay. Tell me exactly what happened.

23 CALLER: Well, we were -- we had a, a pig launcher opened up
24 getting -- loading a -- an inline tool into the launcher. We had
25 the vent opened up through a -- FM 2756.

1 SPEAKER: FM 27- --

2 CALLER: We had, we had just flared the top of it through a
3 flare a few yards away, several yards away. And we left that open
4 so that any bleed-by gas could go through it to get out. And they
5 were loading, they were loading -- pushing in the pig, and after
6 we got it, we got it seated, they were backing back out, and I
7 guess we had some bleed-by still, and it ignited.

8 AMR: Okay. All right, Rodger, is anything --

9 CALLER: It looks like we have marks (indiscernible) --

10 AMR: -- still burning or flaming?

11 (End of recording.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: NATURAL GAS-FUELED EXPLOSION
 DURING ROUTINE MAINTENANCE,
 FARMERSVILLE, TEXAS
 ON JUNE 28, 2021
 911 Calls

ACCIDENT NO.: PLD21FR002

PLACE: McKinney, Texas

DATE: June 28, 2021

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.



Kay Maurer
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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NATURAL GAS-FUELED EXPLOSION
DURING ROUTINE MAINTENANCE,
FARMERSVILLE, TEXAS
ON JUNE 28, 2021

Accident No.: PLD21FR002

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Interview of: RODGER BALLINGER, Field Construction Coordinator
Atmos Energy

911 call

Monday,
June 28, 2021

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DISPATCHER: -- emergency?

COLLIN COUNTY 911: This is Collin County with a transfer.
It's going to be near the intersection of FM2756 and County Road
613.

DISPATCHER: All right. Do we have a caller -- what's the
phone number for the caller?

COLLIN COUNTY 911: The caller is calling from [REDACTED],
[REDACTED]. You have Rodger on the line, he works for Atmos and
they just had an explosion. He has four patients total; two
subjects are unconscious and bleeding from the head.

DISPATCHER: Thank you.

Rodger, are you there?

MR. BALLINGER: Yes, I'm here.

DISPATCHER: Okay, tell me exactly what happened?

MR. BALLINGER: Well, we were -- we had a pig launcher open
up, getting a -- loading an inline tool into the launcher. We had
the vent opened up to --

FM2756.

-- we had just flared the (indiscernible) to a flare a few
yards away -- several yards away and we left that open so that any
bleed by gas could go through it to get out. And they were
loading -- loosening the pig and after we got it seated, they were
backing back out and I guess we had some bleed by still and it
ignited.

1 DISPATCHER: Okay. All right, Rodger, is anything burning or
2 smoldering?

3 MR. BALLINGER: It looks like the fire marshal just showed
4 up.

5 Yes, I'm on the phone with 911 right now. We've got what you
6 call a pig launcher that we were putting a tool in.

7 FIRE MARSHAL: Okay.

8 MR. BALLINGER: We had sewed the gas off of it using the
9 sewer back over there and sewed the gas down over it. And we were
10 loading the tool in, pushed the tool in to get it seated.

11 FIRE MARSHAL: How many injuries?

12 MR. BALLINGER: I've got four injuries; I've got two
13 unconscious.

14 FIRE MARSHAL: I've (indiscernible) and three ambulances.

15 MR. BALLINGER: Okay, you there?

16 DISPATCHER: Yes, sir.

17 MR. BALLINGER: Hello? Okay.

18 DISPATCHER: Is there anything still burning or smoldering?

19 MR. BALLINGER: No.

20 DISPATCHER: Okay.

21 MR. BALLINGER: No, it was just a boom, flash came out, blew
22 the guys down on the ground, one of them got up.

23 DISPATCHER: Okay.

24 MR. BALLINGER: There's another guy that is conscious that is
25 still laying on the ground. The other two that are laying on the

1 ground appear to be bleeding maybe from the head.

2 DISPATCHER: Okay.

3 MR. BALLINGER: They have not moved at all.

4 DISPATCHER: Okay. Is everyone safe and out of danger?

5 MR. BALLINGER: I believe so, yes, ma'am.

6 DISPATCHER: Okay. Are they completely alert?

7 MR. BALLINGER: Yes, everyone else is, I believe. I'm going
8 to walk back up here. I walked down to the road to make sure that
9 they could find us -- our location. The fire marshal is in his
10 truck over there.

11 DISPATCHER: Okay, are they having any difficulty breathing?

12 MR. BALLINGER: Ma'am, I don't know yet.

13 DISPATCHER: Okay.

14 MR. BALLINGER: It looks like the two that are unconscious
15 are still not moving and I don't know if they're alive.

16 DISPATCHER: Did you say two or three are unconscious?

17 MR. BALLINGER: Two.

18 DISPATCHER: Okay.

19 MR. BALLINGER: I've got two unconscious. They've got an
20 ambulance on the way now. I've got another man that is on the
21 ground that is conscious barely.

22 DISPATCHER: Okay. We do have three ambulances on the way
23 like the fire marshal asked. All right, what parts of the body
24 were burned or injured? I'm sorry?

25 MR. BALLINGER: It looks like heads.

1 How's it going over here?

2 UNIDENTIFIED SPEAKER: (Indiscernible).

3 DISPATCHER: All right, I am sending the paramedics to help
4 you now.

5 MR. BALLINGER: Are you hurting anywhere?

6 UNIDENTIFIED SPEAKER: No, I'm fine.

7 MR. BALLINGER: Okay.

8 UNIDENTIFIED SPEAKER: (Indiscernible).

9 MR. BALLINGER: Okay, man, hang in there.
10 That I don't know.

11 DISPATCHER: You don't know what?

12 MR. BALLINGER: I'm not sure if they're breathing.

13 DISPATCHER: Okay. Is it safe for you to go over there and
14 check?

15 MR. BALLINGER: I looked at -- fire marshal just walked over
16 there.

17 DISPATCHER: Okay, then we'll leave it up to him. All right,
18 I am sending the paramedics to help you now. Stay on the line,
19 I'll tell you exactly what to do next.

20 MR. BALLINGER: Okay.

21 DISPATCHER: Do not touch anything or move any debris.

22 MR. BALLINGER: Okay.

23 DISPATCHER: All right, reassure them that help is on the
24 way. From now on, don't let them have anything to eat or drink,
25 it might make them sick.

1 MR. BALLINGER: I'm sorry?

2 DISPATCHER: I said reassure them that help is on the way.

3 MR. BALLINGER: Okay.

4 DISPATCHER: From now on, don't let them have anything to eat
5 or drink, it might make them sick or cause further problems.

6 MR. BALLINGER: Okay.

7 DISPATCHER: Don't move them unless it's absolutely
8 necessary.

9 MR. BALLINGER: Okay.

10 DISPATCHER: Just tell them to be still and wait for help to
11 arrive. I want you to watch them very closely.

12 MR. BALLINGER: Okay.

13 DISPATCHER: If they become less awake and vomit, quickly lay
14 them on their side. If they get worse in any way, call us back
15 immediately for further instructions. We're coming to FIRE
16 MARSHALL:2756 and County Road 568 in Farmersville, correct?

17 MR. BALLINGER: Yes.

18 DISPATCHER: Okay. All right, Rodger, like I said, we do
19 have them on the way.

20 MR. BALLINGER: Okay.

21 DISPATCHER: If anybody gets worse in any way, call us back
22 immediately, okay?

23 MR. BALLINGER: I'm sorry, what was that again?

24 DISPATCHER: I said like I said, if anybody gets worse in any
25 way, call us back immediately for further instructions.

1 MR. BALLINGER: Okay. Here are the ambulances coming right
2 now.

3 DISPATCHER: Okay.

4 MR. BALLINGER: And the fire marshal is here, he's going down
5 to meet the -- they're right there, they just arrived.

6 DISPATCHER: He's doing what?

7 MR. BALLINGER: The fire marshal is on his walkie talkie and
8 the ambulances look like they're just arriving.

9 DISPATCHER: Okay. All right, Rodger, I'll go ahead and let
10 you go. I hope everybody's all right.

11 MR. BALLINGER: Okay. All right, thank you.

12 DISPATCHER: Yes, sir, buh-bye.

13 MR. BALLINGER: Bye.

14 (End of recording.)

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 DURING ROUTINE MAINTENANCE,
 FARMERSVILLE, TEXAS
 ON JUNE 28, 2021
 911 Call made by Rodger Ballinger

ACCIDENT NO.: PLD21FR002

PLACE: Via telephone

DATE: June 28, 2021

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.



Carolyn Hanna
Transcriber