

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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RESIDENTIAL GAS EXPLOSION
ON SPRINGDALE LANE, MILLERSVILLE,
PENNSYLVANIA, JULY 2, 2017

Accident No.: DCA17FP006

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Interview of: CLAYTON HOLLINGER, IV and
CLAYTON HOLLINGER, V

Blue Rock Fire Hall
Millersville, Pennsylvania

Wednesday,
July 26, 2017

APPEARANCES:

ROGER EVANS, Investigator in Charge
National Transportation Safety Board

EDWARD KENDALL, Attorney
National Transportation Safety Board

RICHARD DOWNS, Survival Factors Group Chair
National Transportation Safety Board

TERRI COOPER SMITH, Fixed Utility Evaluation
Engineer III
Pennsylvania Public Utilities Commission,

GARY MAURER, Manager, Operations Programs
UGI Utilities

ROBERT KRIEGER, Vice President of Operations
UGI Utilities

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I N T E R V I E W

(2:52 p.m.)

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3 MR. EVANS: Good afternoon. Today is July 26, 2017. It is
4 now 2:52 p.m. My name is Roger Evans. I'm an investigator with
5 the National Transportation Safety Board in Washington, D.C. We
6 are here at the Blue Rock Fire Hall in Millersville, Pennsylvania.
7 This interview is being conducted as part of the investigation
8 into the residential gas explosion on Springdale Lane here in
9 Millersville that occurred on July 2nd, 2017.

10 This is NTSB Case Number DCA17FP006. The purpose of the
11 investigation is to increase safety, not to assign fault, blame
12 for liability. The NTSB cannot offer any guarantee of
13 confidentiality or immunity from legal actions. This interview is
14 being recorded and may be transcribed at a later date. A copy of
15 your transcript will be provided to the interviewee for review
16 prior to being entered into the public docket.

17 Mr. Hollinger, Mr. Clayton Hollinger, IV?

18 MR. HOLLINGER IV: Yep. That's correct.

19 MR. EVANS: You're permitted to have one other person present
20 during the interviews. This is a person of your choice --
21 attorney, supervisor, friend, family member or nobody at all.

22 Please give us the spelling of your name and let us know who
23 you have asked to be by your side today?

24 MR. HOLLINGER IV: My name is Clayton, C-L-A-Y-T-O-N, last
25 name Hollinger, H-O-L-L-I-N-G-E-R. Here present, I have my son,

1 Clayton Hollinger, V.

2 MR. EVANS: Okay. And Clayton, can you speak and spell your
3 name just for the record?

4 MR. HOLLINGER V: Yeah. I'm Clayton Hollinger, C-L-A-Y-T-O-
5 N, H-O-L-L-I-N-G-E-R.

6 MR. EVANS: Okay, thank you. I'd like to go around the room
7 now and do some introductions with the name, title and
8 affiliation.

9 MR. KENDALL: Edward Kendall, K-E-N-D-A-L-L, attorney, NTSB.

10 MR. DOWNS: Richard Downs, D-O-W-N-S. I'm the NTSB Survival
11 Factors Technical Working Group.

12 MS. COOPER SMITH: Terri Cooper, C-O-O-P-E-R, and then Smith,
13 S-M-I-T-H, Pennsylvania Public Utility Commission, Fixed Utility
14 Evaluation Engineer III.

15 MR. MAURER: Gary Maurer, M-A-U-R-E-R, Manager of Operations
16 Programs with UGI Utilities.

17 MR. KRIEGER: Robert Krieger, K-R-I-E-G-E-R, and I'm the Vice
18 President of Operations for UGI Utilities.

19 MR. EVANS: Well, thank you very much Clayton, IV, and
20 Clayton, V. We really appreciate you all coming out here today.

21 INTERVIEW OF CLAYTON HOLLINGER, IV

22 BY MR. EVANS:

23 Q. We'd like to just get some background information. And first
24 off, can you give us your employer and what your background is?

25 A. I am a chiropractor. I am self-employed. I have a practice

1 in Lancaster County under the name Wenger Chiropractic Group.

2 Q. Okay. And how long have you been at that employment?

3 A. Eighteen years.

4 Q. Okay. And what is your address, your home address?

5 A. Home address?

6 Q. Yes.

7 A. It's 187 Springdale Lane, Millersville.

8 Q. Okay. And how far do you live from the home that exploded?

9 A. It's about four houses away, approximately 100 yards from it.

10 Q. Okay. And the significant thing about your house is that
11 your garage is -- faces west and the home that exploded was in the
12 westerly direction.

13 A. That's correct, yeah.

14 Q. Correct? Okay. Let's go over, you know, where you were at
15 the time of the explosion, just play by play, give us a recap of
16 your day.

17 A. Okay, a recap of the day. Earlier in the morning I was
18 outside doing some yardwork. Probably around 10:45, my son and I,
19 Clayton, V, was trimming some hedges and mowing the lawn. At that
20 time there was -- I did notice an odor within the area. I thought
21 it was, quite honestly, something smelled like it was dead, and I
22 thought it came from my garbage pail. So I cleaned that out, and
23 obviously it wasn't the garbage pail. That's when I first noticed
24 a smell or some sort of odor.

25 Let's see. We continued to do our yardwork. We were

1 primarily in the front yard. Where my house is situated, we can
2 -- you know, we're every observant to seeing what's going on
3 within the cul-de-sac. I did notice that probably the timing -- I
4 just don't know the time, but around 10:45, maybe 11, 11:15,
5 possibly, there was a UGI vehicle. It was a car that pulled into
6 the cul-de-sac.

7 And what I had noticed was the gentleman who was in that
8 vehicle got out and had some sort of device, almost it looked like
9 he was isolating or locating something. And he -- it appeared
10 that he had kind of staked the ground in the front yard of the
11 house that exploded. Then he had gone to the house and knocked on
12 their door. I didn't see any activity there. And then he
13 proceeded to walk over to the house adjacent, who is the
14 Gutierrez's house, and the young man who lives in that house had
15 came out and was talking to the UGI worker.

16 So from there, I noticed -- I then noticed that the gentleman
17 that was in the car, the UGI vehicle, then backed his car up to
18 the house to the right, which would be number 201, the Howard's
19 house, and parked his car there. I did see him or notice that he
20 was making several phone calls, and at the time I did notice
21 another truck pull up. I don't know what vehicle it was. It was
22 another UGI truck. It was like a pickup truck. And then they
23 started to -- I saw somebody, one of the gentlemen pulled a -- in
24 the center of the road or near the side of the road there was a
25 sewer drain. I saw a sewer drain. I believe they opened it and

1 then put a cone by it.

2 And how I noticed that was, at that time, which was about
3 quarter to 12, I was actually out front talking to my neighbor,
4 the folks, the number 190, the Hutchinsons. And I was talking to
5 them about their house and their selling of their property and
6 such.

7 And so that was approximately, like, 11:40. And at that time
8 my son was also, you know, using his scooter and I kind of
9 whistled him in and said, hey, you need to come in because there's
10 already two UGI vehicles down there. And still it hasn't dawned
11 on me that it was a Sunday afternoon and there was activity going
12 on.

13 I would say shortly after 11:40, 12, roughly, I just -- I
14 don't know the time frame and I'm sure timestamp of firefighters
15 and such, there was a fire truck that pulled up. And when the
16 fire truck pulled up, I went over and I asked the firefighters, I
17 said, you know, is this something to be concerned about? What's
18 going on? And they said there was a call for a gas leak and it's
19 customary that we come out and just be on-site. Nothing to worry
20 about. And I was all okay with that. And they just said it was,
21 like, protocol.

22 Shortly after that first fire truck pulled up, which was a
23 Blue Rock fire truck, another one had pulled up. And that one,
24 those firefighters immediately got off and started unloading their
25 hoses, and that -- at that point I knew there was something

1 significant.

2 Around that time frame, and again excuse me that I don't know
3 -- have the exact time frame, but there was like a box truck that
4 pulled up, a UGI box truck. And the gentleman in the box truck
5 pulled up, parked right in front of house 206, which is the house
6 that exploded. They opened up the back door. I saw a gentleman
7 pull out a hose, and I immediately heard like a hissing noise.
8 And that's coming from the truck. And that's when I was like, oh,
9 there's something serious going on here.

10 I don't know if you heard that, too, Clay?

11 But the hissing noise was going on for quite a while. And
12 since, I've learned that that hissing noise was a compressor used
13 to, I guess, break up the ground so they're able to dig in that
14 area a little better.

15 At that point or somewhere around that point, the -- with the
16 more activity and the fire trucks, the gentleman from 202, the
17 Gutierrez son, had come out and he seemed to be a little more
18 concerned. And he met one of the workers, and it was
19 unfortunately the gentleman -- I recognized just the clothing --
20 that had passed with UGI. He came out and talked to him, and I
21 understand he was either waved or told to go back into his house.
22 And he -- I saw that very clear.

23 I also saw that that same gentleman was able to make some
24 contact with the owner of 206. Her name is Jeannine Hughes, and
25 the house that did explode, and he was able to -- he talked to her

1 a little bit. Again, I cannot hear a conversation, but at this
2 point, once the second fire truck pulled up, I was much more
3 attentive, you know? Then I'm really watching, like, what's going
4 on here?

5 So just before the -- it was four guys involved, four
6 workers, I noticed. Two appeared to be digging pretty near to the
7 curbside. There was another one that was marking the ground. I'm
8 just repeating myself. There was a box truck that pulled up that
9 had a hose that was making a hissing noise, very loud. At that
10 point, again, I knew it was kind of very serious, thinking that
11 the noise was associated with or from the gas leak.

12 One of the workers was having a conversation with the
13 homeowner of 206. I noticed that she had gone in the house and
14 then come back outside the house and then went back in, and then
15 shortly after she left the premises. She left in her white BMW
16 vehicle. The one worker went from the front door, and I had seen
17 him go to the left side of the house. And that's -- moments
18 after, that's when the house exploded.

19 You know, just prior to the explosion I asked Clayton, V,
20 here to take some pictures, and he was able to get at least two
21 pictures off of what happened. I mean, there was dust. There was
22 debris. There was insulation falling all around. My youngest boy
23 ran out of the house and he had such fear in his face. I mean, I
24 told my boys to stay put.

25 Instinctively I ran over to see if I can assist. I was able

1 to help the young gentleman from 202 get into our garage into more
2 safety, because the way my house is situated, my garage door was
3 open and I can see pretty much the whole circumstance -- situation
4 unfold.

5 The young gentleman, after the house exploded he had run out.
6 He stopped right in front of 198, which is the Beasley's house,
7 which is next to Roberto's house, and turned around and he
8 screamed to his girlfriend to run. And then he yelled out, you
9 know, where do I go? There was firefighters running into the
10 situation. And I had kind of met him halfway, and I told him to
11 -- I pointed to my garage and I said get into my garage and just,
12 you know, get away from any falling debris.

13 Once we were all secured in the garage, I ran into the house.
14 I grabbed my camera and I ran out taking pictures, which currently
15 you guys have on file. I mean, for the rest of the day my house,
16 EMS, triage, firefighters were cooling down in my yard. You know,
17 post-explosion, my kids were bunkering down in a neighbor's house
18 two doors down from ours. And pretty much throughout the whole
19 afternoon it was just all investigative and fire and EMS personnel
20 out there.

21 You know, it, it's -- I could go on and on. I mean, it's --
22 Q. Okay. That's a great statement. I really appreciate that
23 and very detailed and a lot of good stuff, so -- we don't always
24 get that kind of detail and really appreciate it.

25 Just a couple questions about -- so obviously this got your

1 attention. I mean, there's no doubt about it. You started seeing
2 emergency vehicles come around and --

3 A. Yeah.

4 Q. -- then probably your attention perked or piqued when the --

5 A. Yes. Once the fire truck approached, yeah.

6 Q. The fire truck approached.

7 A. I knew it was -- something was significant.

8 Q. Right. Okay. So other than that brief conversation about
9 the gas call with the fireman, did you talk to any other firemen,
10 you know, between that time and the time of the explosion?

11 A. No. No.

12 Q. Okay.

13 A. Except for a gentleman that -- when I grabbed my camera, I
14 did run fairly close to, probably within 30 yards of the house,
15 and the firefighters were telling me to leave premise.

16 Q. Yeah, get away.

17 A. You know, I mean, get away because they -- one firefighter
18 said it's an active -- it's active site, still active, clear.
19 Clear out.

20 Q. So the other thing that was interesting, I don't know if we
21 have anyone that's told us yet that -- so you were actually
22 looking at the property when the explosion happened?

23 A. Yes.

24 Q. So you saw the gentleman to the left of the home, which would
25 be south of the -- of this house. You saw him --

1 A. I saw him walk around to the southeast side of the house
2 moments before the explosion.

3 Q. Okay. And when you saw that -- and you say southeast. Can
4 you point on that exactly where that was?

5 A. There was a UGI truck right here, a box truck parked right in
6 front of 206. There was several -- two guys definitely digging.

7 Q. Right.

8 A. And there was another guy that was marking. The gentleman
9 had talked to the person who lives in this house.

10 Q. Right.

11 A. I saw her come in and out of the house several times. I
12 cannot hear what's going on. Then I saw him come to the center
13 and then the Gutierrez kid came out, and he was, you know, waved
14 to go back in and he went back into his house. And then from
15 there, the car left and I saw the person walk down, which is a
16 hill, so probably --

17 Q. Right.

18 A. -- probably mid-corner of the house, that's when I lost sight
19 of him. But I did see him walk to the side of the house.

20 Q. Okay. And that's when the explosion occurred?

21 A. That's when the explosion occurred.

22 Q. Okay.

23 A. Was he a cause of it? I don't know, but --

24 Q. Right.

25 A. -- that's what you (indiscernible).

1 Q. Yeah. So --

2 A. And at that time I was standing -- we were standing right
3 here, at this tree here.

4 Q. Okay. This tree is the tree that's located in the front yard
5 of address 193?

6 A. Yeah, it's my tree, but yeah, 193.

7 Q. Okay.

8 A. Between 193 and 187.

9 Q. Okay. And were you standing on the north side or the south
10 side of the street?

11 A. I was on the north side.

12 Q. Okay.

13 A. I mean, the roads were -- had fire trucks and such on them.

14 Q. Okay. So that's good. So, you know, since you were looking
15 at the home when the explosion occurred, did you -- and you just
16 said that you heard a noise from the truck --

17 A. It's like a --

18 Q. -- a hissing from it.

19 A. A hissing noise, right.

20 Q. Could you tell if that was a compressor or from --

21 A. I, honestly, I, at the -- that's when I was really
22 heightened. I mean, we saw the second fire truck that approached.
23 I had no idea what it was, the hissing noise. I assumed it was
24 gas. It was very consistent. But I was talking to another
25 personnel that confirmed -- I'm not sure who it was, or it might

1 have been another investigator, that assured me that there is a --
2 that truck is equipped with a compressor that is the -- I don't
3 know what they call it, a knife or something to break up the
4 ground.

5 Q. Yeah, an air spade or whatever, yeah.

6 A. Because he -- I was pretty upset. An air spade, that's
7 exactly what he said.

8 Q. Yeah, right.

9 A. And it might have been you.

10 Q. Oh, no, I don't recall that.

11 A. Okay.

12 Q. So, but did you hear any other noise besides the hissing?
13 Did you hear any other noise?

14 A. Prior to? No, I did not.

15 Q. Did you hear a whoosh at all?

16 A. With that prior -- just moments before the explosion?

17 Q. Yeah.

18 A. What do you -- it was --

19 Q. Surreal, I know.

20 A. Yeah, right. It's -- it was like the house just lifted and
21 just went straight up and just exploded from the inside out.

22 Q. Right.

23 A. It didn't come in on itself. It didn't, you know, it wasn't
24 a vacuum of some sort. It just went out --

25 Q. Right.

1 A. -- and high, very high.

2 Q. Okay. When the --

3 A. You know, and people asked us, you know, other folks -- who
4 were the people that were in our house asking us questions? It
5 might have been UGI folks asking us some questions, and they said
6 was it loud? And it wasn't really loud. It's like our senses
7 shut down, if that makes sense?

8 Q. Right.

9 A. You know, we see something and --

10 Q. Yeah.

11 A. -- but you can feel the percussion or the concussion.

12 Q. So when you talked to Roberto's son -- Gutierrez, right?

13 A. Um-hum.

14 Q. And he came over to your place, the factual side of that
15 story. is it what he spoke to you or what you observed, when he
16 said he got waved back in?

17 A. I observed that.

18 Q. But did he talk about that to you at all?

19 A. He did not, but I did talk to the father, who's Roberto --

20 Q. Right.

21 A. -- himself, and he did say that he got a phone call from his
22 son. They were on their way to their -- a house they have, a
23 vacation, and the son said that somebody came to the door and said
24 that there's a gas leak and, you know, we got to call for a gas
25 leak. And so I know that just through --

1 Q. Talking with his father?

2 A. -- conversation with the father.

3 Q. Right.

4 A. But visually I saw a gentleman, the UGI worker, go to the
5 house, knock on the door, him answering the door, the door
6 shutting and then later on, you know, again, timing, go back out
7 and was waved back in.

8 Q. Okay.

9 A. I visually saw that.

10 Q. So did you happen to speak with the young man's girlfriend on
11 the --

12 A. No. That day?

13 Q. Yes.

14 A. She was an emotional mess. My -- she was uncontrollable, so
15 I wanted to get her into my house away so she didn't have to see
16 what was going on. So she went into my house and was in there,
17 you know, I don't know how long.

18 Did you know how long she was --

19 Q. Okay. So she -- well, I can imagine that.

20 A. I mean, they had a dog with them and I shut the garage door.
21 We put the dog in the garage and the son stayed out, outside. The
22 girlfriend was inside my house.

23 Q. Okay. So did the girl speak anything about what was said
24 between the UGI person and her boyfriend or her?

25 A. I did not have any conversation with her at all.

1 Q. Okay. Did his father acknowledge this statement about being
2 told not to evacuate? I mean, did that come up in the discussion?
3 I mean, we're trying to figure out why he went back in the house,
4 and we're wondering if he was told?

5 A. I understand he was told that everything was fine, to go back
6 in the house. Clearly he wasn't evacuated.

7 Q. Right.

8 A. So and I wasn't evacuated, and the Howards and the Sotts
9 (ph.), they were not home, so they weren't evacuated.

10 Q. Right.

11 A. So as far as -- I did not hear a conversation, but I could
12 see what their actions were and then whatever the conversation
13 that you've had with Mr. Gutierrez.

14 Q. Yeah. Had you ever smelled gas in your neighborhood?

15 A. No.

16 Q. In all the 18 years you lived there?

17 A. No.

18 Q. Never anything like it?

19 A. Never have. Never have.

20 Q. Okay. I mean, had you been down to that area at all, like,
21 that day? Had you walked down there early in the morning or
22 anything like that?

23 A. No. No. That has not -- I have not.

24 Q. Were you there the day before, walking in the cul-de-sac?

25 A. No.

1 Were you?

2 MR. EVANS: Clayton V, were you --

3 MR. HOLLINGER V: No.

4 MR. EVANS: -- anywhere? Okay.

5 Oh, for the record, Clayton V is the son of Clayton IV.

6 And your age, please?

7 MR. HOLLINGER V: I'm 15.

8 MR. EVANS: Fifteen? Yeah, thank you. That's just for the
9 record.

10 I think that's all I have for right now. Questions?

11 MR. KENDALL: Yeah.

12 BY MR. KENDALL:

13 Q. Edward Kendall, NTSB. Do you remember what the dog looked
14 like from the girlfriend?

15 A. The dog?

16 Q. Yeah. You say they had a dog with them?

17 A. Yeah. I want to -- I think it was like a -- I don't know my
18 dogs, but it might have been like a little Rottweiler or something
19 like that?

20 Q. Do you know what color? Was it brown?

21 A. Yeah, it was like a brownish, almost like tan, right?

22 MR. HOLLINGER V: I don't think I saw her walking it. I
23 wasn't --

24 MR. HOLLINGER IV: It might have been like a brown or more
25 tan. Friendly dog.

1 BY MR. KENDALL:

2 Q. Those are the --

3 A. Very playful.

4 Q. Well, that's good.

5 A. But honestly, I'm sorry, I don't --

6 Q. No, it came up in a different --

7 A. You know, there was so much going on that, you know, those
8 little things you miss.

9 Q. It came up in a different interview regarding a woman walking
10 a dog and we have to look into it, so --

11 A. Right. Totally understand. I heard the same story there.

12 Q. Yeah. So it might be --

13 A. No, it was not that -- I don't think it was --

14 Q. Wasn't her?

15 A. -- that person.

16 MR. KENDALL: Those are the only questions I have.

17 BY MR. EVANS:

18 Q. Okay. Before we go on to Rick, just one other question just
19 so I can get this off my mind. We have the evidence of a lady who
20 came by and said she was almost stunned by the gas odor, right?
21 And she was the one that called UGI. That's the facts on that,
22 okay? And all along we heard, and even in the newspapers they
23 said, well, there was a lady with a dog who called it in. Well,
24 come to find out --

25 A. It was not that lady with the dog.

1 Q. -- it wasn't that lady.

2 A. Right. I understand that.

3 Q. But she did see a lady with a dog.

4 A. Right, and they talked.

5 Q. And they talked.

6 A. Yes.

7 Q. Did you see that conversation?

8 A. I did not see that conversation. I heard that, just as
9 you're expressing it.

10 MR. EVANS: Okay. And did you see that conversation?

11 MR. HOLLINGER V: No.

12 MR. EVANS: Okay. That's fine.

13 MR. HOLLINGER IV: Do you know what time that might have
14 been?

15 BY MR. EVANS:

16 Q. 10-ish, 10 --

17 A. Yeah, okay.

18 Q. 10 something.

19 A. See, I didn't take note of that.

20 MR. EVANS: Okay, Rick.

21 BY MR. DOWNS:

22 Q. Downs, NTSB. Mr. Hollinger, were you injured at all in this
23 event?

24 A. Physically injured?

25 Q. Physically injured.

1 A. No.

2 Q. Your family injured in any manner?

3 A. Physically injured?

4 Q. Right.

5 A. No, but we -- I mean, for a good week and a half I had a
6 cough that was uncontrollable. And you want to talk about -- I
7 mean, this may sound very ridiculous, but I've been extremely
8 jumpy post-explosion. One of the Miller pipeline guys was dumping
9 some gravel and the noise of the truck making a clang made me hit
10 the ceiling.

11 Q. A little PTSD maybe?

12 A. Yeah, yeah, a mild form of it, I guess if you want to call it
13 that. Yeah. So I've been kind of on edge there.

14 Q. Okay. Very good.

15 A. No, it's not good, but --

16 Q. And how long have you lived at your property there, roughly?

17 A. Roughly about 18 years now.

18 Q. Eighteen years, okay.

19 A. Eighteen or maybe it's 19 years.

20 Q. And over the years have you experienced any odors, gas odors
21 up and down your street there?

22 A. No. Nope.

23 MR. DOWNS: Okay. Okay. That's my questions for now. Thank
24 you.

25 BY MS. COOPER SMITH:

1 Q. Terri Cooper Smith, PUC. When you saw the conversation
2 between UGI, a UGI employee and the occupant of 206, was it on the
3 front steps of the house?

4 A. Yeah. It was -- yes, it was.

5 Q. The front step?

6 A. It was in the front, yeah.

7 Q. And then you said later that a UGI car came into the cul-de-
8 sac, stopped at one point, and then backed up, backed up a little
9 bit?

10 A. That's correct.

11 Q. Can you show on the map there --

12 A. Sure.

13 Q. -- where they came first and where they backed up to?

14 A. Where I noticed it was the UGI vehicle, the car -- it was a
15 car and a couple of trucks, okay?

16 Q. Okay.

17 A. The car pulled up to the front here. What I noticed was he
18 got out and, I talked about, like, locating something.

19 Q. Okay.

20 A. And then going to the house and making some phone calls. And
21 then he -- then it -- the car was backed up to 201.

22 Q. Okay.

23 A. And he actually swung around and parked there at 201.

24 BY MR. DOWNS:

25 Q. So for the record, the car initially pulled up in front of

1 206 --

2 A. 206.

3 Q. -- near the curb line.

4 A. Yeah, that's correct.

5 Q. The person got out and did what --

6 A. And moved it eventually --

7 Q. -- appeared to be marking something on the grass?

8 A. That's correct.

9 Q. And then got back in the car and moved it to in front of the
10 201 house?

11 A. 201 house, yes. That's correct.

12 MR. EVANS: And that was Rick Downs --

13 MR. HOLLINGER IV: That's what I noticed, right.

14 BY MS. COOPER SMITH:

15 Q. Do you recall --

16 MR. EVANS: And that was Rick Downs that made that statement.

17 BY MS. COOPER SMITH:

18 Q. Terri Cooper Smith again. Do you recall what was on the car,
19 what -- were there any lettering on the car? Do you know what car
20 it was? Was it a UGI vehicle?

21 A. It was a UGI vehicle. That's correct.

22 Q. Okay.

23 A. It was a car.

24 MR. HOLLINGER V: I'm pretty sure it had a giant, like, UGI
25 on it.

1 MR. HOLLINGER IV: UGI on the side. Okay.

2 BY MS. COOPER SMITH:

3 Q. And what type of car would you say -- not specifically, the
4 type of car. Would you say it was a sedan? Was it a SUV? Was it
5 a --

6 A. No, it was a sedan, and so I'm going to say maybe a Ford
7 Focus? I mean, just guesstimate.

8 Q. Okay.

9 A. And I don't know my vehicles like my dogs. Sorry.

10 Q. No, that's fine. Okay. And can you just go over again the
11 young lady that was coming out of 202? She came out after the
12 young man came out of 202?

13 A. That's what I noticed.

14 Q. Okay. And which one of them was carrying the dog?

15 A. The son.

16 Q. The son was carrying the dog?

17 A. The boy, yes, carrying the dog.

18 Q. So he's running out of 202.

19 A. That's correct.

20 Q. She's behind him, kind of?

21 A. Kind of. There was some distance.

22 Q. Okay.

23 A. But she was behind him.

24 Q. At some point did --

25 A. I mean, at that point I didn't have a visual of her because

1 of so much debris coming towards us.

2 Q. Okay.

3 A. But I saw him running out with the dog in his arm.

4 Q. Right.

5 A. He stopped in the middle of the road right in front of 198,
6 approximately right here, and turned around and was screaming run.
7 And then yelled out again, where do I go? And I'm almost sure I
8 heard him say, "Sir, where do I go?"

9 Q. Okay.

10 A. Like he was trying to get the attention of a firefighter.

11 Q. Okay.

12 A. And then I directed him towards my house just to get away
13 from the building.

14 Q. So when you say he turned, he turned back towards her?

15 A. Yes.

16 Q. Okay.

17 A. But I did not have a visual of her.

18 Q. Okay. And then she was running. Eventually both of them
19 ended up in your garage?

20 A. That's correct. Yes.

21 MS. COOPER SMITH: Okay. That's all the questions I have.

22 Thank you.

23 MR. MAURER: No questions.

24 BY MR. KRIEGER:

25 Q. Robert Krieger. I have one question. You said you observed

1 the UGI employee, after he spoke to the son in 202, go back around
2 and to the back of the building, to the side of -- or between 206
3 and 202?

4 A. Yes.

5 Q. Was he carrying anything at that time? Did you notice
6 anything that he may have been carrying?

7 A. I did not notice if he was carrying anything. No, I did not
8 notice that. I didn't take note. I did see a person walk back
9 there.

10 MR. KRIEGER: Okay. I have no further questions.

11 BY MR. EVANS:

12 Q. Yeah, so was the gentleman that you were --

13 MR. DOWNS: Name?

14 BY MR. EVANS:

15 Q. This is Roger Evans. The gentleman that you were just
16 describing, was he wearing a hardhat?

17 A. All of the workers that I saw were wearing hardhats, yes.
18 Yeah.

19 Q. Okay. And by the way, did the two -- the young man and his
20 girlfriend, did they spend the night at your house? Or they left?

21 A. No, they did not spend the night. I don't, I don't even know
22 what time they left. It was just so much going on that timing-
23 wise they were probably -- I'm going to guesstimate they were at
24 my house for maybe 45 minutes until they -- the firefighters had
25 encouraged all of us to get out of that area.

1 So from my house, which is right here, 187, they had put the
2 tape line pretty much across the road and they wanted us to go
3 beyond the tape line.

4 Q. Right.

5 A. So my kids then left our premise, along with the Gutierrez
6 and the girlfriend. I don't even know her name. And I just met
7 him for the first time. That's how I know him. But I stayed
8 present because I was hosing down the firefighters and they were
9 asking me for some assistance and things like that.

10 MR. EVANS: Okay. I'd like to ask Clayton V a few questions.

11 MR. HOLLINGER V: Um-hum.

12 MR. EVANS: Based on what your father just stated, do you
13 have any -- you know, we asked a lot of questions of your father,
14 right?

15 MR. HOLLINGER V: Yeah.

16 MR. EVANS: Do you have any questions yourself regarding --
17 or any statements you'd like to make with regard to, did you hear
18 anything? Did you hear the hissing? Did you hear anything
19 besides the hissing?

20 MR. HOLLINGER V: I didn't recall hearing the hissing, but I
21 do remember him asking me if I heard what he was hearing.

22 MR. EVANS: Oh, okay. Anything else that you'd like to add
23 as far as that?

24 MR. HOLLINGER V: No.

25 MR. EVANS: Okay.

1 MR. HOLLINGER IV: Well, one thing that he pointed out was
2 his comment, which also escalated, was I've never seen UGI workers
3 work so fast.

4 Right? You had stated that?

5 MR. HOLLINGER V: Yeah.

6 MR. HOLLINGER IV: That heightened, like, okay this -- that's
7 -- at that point I had asked you to get some pictures. Typical
8 15-year-old, it's like why? And, you know, really, you know?

9 MR. KRIEGER: Bob Krieger. I'm sorry. I didn't hear what
10 you had said.

11 MR. HOLLINGER IV: Well, what I was stating was my son made a
12 comment prior to the explosion, and I'm sorry to say it's really
13 ridiculous to say, but the comment was "I've never seen UGI guys
14 work so hard" -- "so fast, so hard." Is that correct?

15 MR. HOLLINGER V: Yeah, I never seen somebody dig that fast
16 before.

17 MR. HOLLINGER IV: Dig that fast. Because there were two
18 guys digging in the front yard. And --

19 MR. EVANS: We actually thought -- I thought the same thing
20 when I heard it.

21 MR. HOLLINGER IV: He -- yeah, I mean, he noticed it. And
22 that's when I was, like, oh, all right; you have your phone.

23 MR. HOLLINGER V: Yeah.

24 MR. HOLLINGER IV: And --

25 MR. EVANS: Any other questions?

1 BY MR. DOWNS:

2 Q. Downs, NTSB. Mr. Hollinger, did you or your family get
3 evacuated that night or at any time? Were you able to go back
4 home that night?

5 A. Yeah. We were able to stay in our home that night.

6 Q. Not evacuated?

7 A. Not evacuate. The place was secured. The power was
8 restored. We did not have gas until the -- I can't remember. It
9 might have been the following morning?

10 MR. HOLLINGER V: Yeah, that afternoon, the following
11 afternoon.

12 MR. HOLLINGER IV: The following afternoon. So yeah. No, we
13 did not have to evacuate. Our house was secured.

14 MR. DOWNS: Thank you. That concludes my questions.

15 BY MS. COOPER SMITH:

16 Q. Terri Cooper Smith, PUC. You stated, Mr. Hollinger -- is it
17 Hollinger or Hollinger?

18 A. Hollinger, Hollinger. I'm from New York so it's Hollinger.

19 Q. So am I. That's why I'm saying --

20 A. In Lancaster County it's Hollinger.

21 Q. I'm from New York, too, so I just --

22 A. It's silent G.

23 Q. I was going to call you Hollinger and then I thought --

24 A. You can call me whatever. Yep, I'm all right.

25 Q. Okay. So you stated that you noticed an odor.

1 A. Yes.

2 Q. Did you know it was gas when you smelled it?

3 A. No.

4 Q. Okay.

5 A. And that's -- I know what gas smells like. At the time when
6 I noticed it, and it was probably about 10:45, and I had a
7 relative -- my nephew was staying with us. And his dad and his
8 mom picked him up at that time. And we were outside talking and I
9 said to them, pew, what is that smell? And they did not -- they
10 said, what smell? They did not smell anything. But I had a whiff
11 of an odor that honestly it smelled like something died. Okay?

12 Q. Okay. So once you -- once you got past the maybe it's not
13 something that died, okay?

14 A. Well, I cleaned my garbage pail out.

15 Q. Oh, you cleaned your garbage?

16 A. Then I didn't smell much after that.

17 Q. Right. You said you cleaned your garbage pail out. Did at
18 some point you were thinking that it was gas you were smelling?

19 A. At that point, no, but when the fire truck pulled up and said
20 that there was a gas leak, that's when the aha moment came on.

21 Q. Okay. So at that aha moment, did you at any point think of
22 getting your family out of the house?

23 A. You know what? No.

24 Q. Okay.

25 A. No. Talking to the firefighters, I mean, them saying that

1 it's routine that they come out, that we weren't in danger, I felt
2 secure with that.

3 Q. Okay.

4 A. But no.

5 Q. Okay. And my last question is do you have -- have you
6 received -- what kind of bill do you get from UGI? Is it
7 electronic or is it paper, do you know?

8 A. Believe it or not, we did receive a bill, a paper bill, in
9 the mail the day after. My wife says, I'm going to hold out on
10 paying this one.

11 Q. Okay.

12 A. No, no, I'm joking.

13 Q. But normally do you receive it by paper?

14 A. Yes, I do. Yes, we do.

15 Q. Do you know who to call if there is a gas leak, if you smell
16 gas and you recognize it as gas smell?

17 A. Well, yes. If I recognize it and it's alarming I would call
18 the local 911 and make that call. But as far as a phone number, a
19 specific number, I don't know who to call.

20 Q. So you would call 911?

21 A. I would have called 911.

22 MS. COOPER SMITH: Okay. Those are all the questions I have.

23 MR. MAURER: None.

24 BY MR. KRIEGER:

25 Q. Robert Krieger. The only question I have is at some point in

1 the evening had somebody or had anybody from UGI ever gotten into
2 your house later that evening?

3 MR. HOLLINGER V: Yeah, I'm pretty sure.

4 MR. HOLLINGER IV: Yeah. There was a crew that came in, and
5 what they were doing was they had, I guess, some sort of sensors.
6 They pretty much tested any gas appliance. They were -- so they
7 checked all the appliances with the sensor. They were very
8 concerned about where is my sump pump and any ventilation system.
9 So the basement was where we were -- pretty much spent most of our
10 time.

11 BY MR. KRIEGER:

12 Q. So when they were down there, they didn't give -- there was
13 no indication that there was anything in your house?

14 A. There was two gentlemen. There was no indication that there
15 was any concerns there, at least they didn't report it to me. I
16 was with them on the premise, and they didn't seem to be alarmed.

17 MR. KRIEGER: Thank you. No further questions.

18 BY MR. EVANS:

19 Q. Yeah, Roger Evans. This is a funny question. I'm sure
20 you're going to think what an odd question. But have you ever
21 owned a cat?

22 A. I have.

23 Q. Okay. And did you have kitty litter?

24 A. Yeah.

25 Q. Okay. Could you compare the smell that you smelled that day

1 to kitty litter? Was it something close?

2 A. No.

3 Q. No? Okay.

4 A. No, that's more of like an acidic smell.

5 Q. Right.

6 A. This actually smelled like something decaying to me, like
7 something died.

8 Q. Okay. The other question I have is, you said you've been in
9 that home about 18 years. Did you -- is that -- somewhere around
10 there. But are you the original owners of the home?

11 A. I was second owner.

12 Q. Okay. Do you happen to know if you have a floating
13 foundation in the basement where they haven't tied the floor slab
14 into the vertical walls? Do you know if there's a gap?

15 A. We have -- our foundation on our house is called -- it's a
16 Superior Wall. It's a pre-fabricated wall. And I understand that
17 it's -- I understand your question, but I'm not 100 percent sure
18 how to answer it. I mean, it's they set the walls up on
19 aggregate, probably 3 feet of aggregate, and then they pour the
20 flooring. So I don't know if it's directly adhered to the walls
21 themselves. Does that make sense?

22 Q. Yeah. I'm just curious if --

23 A. It's not a block, traditional block wall, mortar.

24 Q. Right.

25 A. It is a pre-fabricated wall.

1 Q. Yeah. We were in Don Howard's home and we saw he has the
2 same.

3 A. Okay. Same, yeah, same premise.

4 Q. His is the same as yours.

5 A. Yes.

6 Q. All right. But their home is different, they have the large
7 block.

8 A. It's a little nicer, yeah.

9 Q. Well --

10 A. Or it was.

11 Q. Yeah.

12 A. I'm sorry.

13 Q. No, that's okay.

14 A. But they have a large block, you said?

15 Q. Yeah, the oversize, what do they call it, oversize
16 cinderblock is what it's called.

17 UNIDENTIFIED SPEAKER: Concrete block.

18 BY MR. EVANS:

19 Q. Yeah, concrete block.

20 A. Yeah, no. See, I have -- my walls are not concrete. They're
21 pre-fabricated probably 8, 10-foot and they come in with cranes
22 and they drop them down and bolt them together.

23 Q. Right. Right. In the last 5, 6 years, have you experienced
24 any tremors, like earthquakes?

25 A. Yeah. We just had one a couple months ago. There was one

1 that was probably 3 miles away from us at the Corn Wagon area,
2 which is --

3 Q. And how do you spell that? H-O-R-N-W-A-G-O-N?

4 A. Corn Wagon.

5 Q. Corn Wagon.

6 A. It's a Lancaster thing. It's a -- everybody's looking at me
7 strange. What town is that? What? I'm drawing a blank. Yeah,
8 about 3 miles away from us, yes, there was an earthquake.

9 Q. Okay.

10 A. And recently.

11 Q. Right.

12 A. I'm going to say maybe April.

13 Q. Okay. Did --

14 A. You could probably look that up in the news media.

15 Q. Yeah, we can look it up.

16 A. Yeah.

17 Q. But did you or have you since that earthquake, heard of any
18 sort of damage that any home suffered from an earthquake in the
19 neighborhood?

20 A. No, I have not heard anybody concerned or complained.

21 Q. Has your pool -- I know I see a pool in your backyard.

22 A. Yes.

23 Q. Have you ever had any issues with your pool cracking with
24 that?

25 A. With the earthquake?

1 Q. Yes.

2 A. No.

3 Q. Nothing with it?

4 A. No, even with the explosion, no.

5 Q. How about in the last 6, 8 months have you noticed any new
6 cracks in your driveway or in your garage?

7 A. No.

8 Q. No.

9 A. No, my driveway is secure. The garage I do have some
10 settling cracks, but they've been there.

11 Q. They've been there forever?

12 A. Forever, ever since I moved in.

13 MR. EVANS: That's all I have.

14 BY MR. DOWNS:

15 Q. Downs, one last question, NTSB. Following Terri's question
16 here regarding you would dial 911 in the event of a gas odor, you
17 said you get a gas bill or is it an electronic billing?

18 A. I believe we get a bill.

19 Q. A printed bill?

20 A. My wife handles all the finances. I get all the bills, but
21 she pays them.

22 Q. Printed bill, okay.

23 A. So we get a hard copy.

24 Q. Hard copy.

25 A. Yes.

1 Q. Then she handles all the paperwork on that? You don't get
2 involved?

3 A. That's correct.

4 Q. The reason I ask is that sometimes there's a flyer that's
5 included in the bill, what to do in the event of a gas leak, which
6 has a phone number on it and that kind of thing. Are you familiar
7 with that at all or no?

8 A. I'm sorry, I'm not.

9 Q. No. All right.

10 A. I will be though.

11 Q. Would she have pulled that flyer from the bill and posted it
12 somewhere in your house, do you know?

13 MR. HOLLINGER V: You know what? The other day I looked on
14 the refrigerator and I saw, like, a UGI number, like who to call
15 when.

16 MR. DOWNS: Has it been there for a while?

17 MR. HOLLINGER V: I just seen it for the first time.

18 MR. DOWNS: Just recently?

19 MR. HOLLINGER V: Yeah.

20 MR. DOWNS: Suddenly the bill comes and you're posting this
21 stuff by the telephone.

22 MR. HOLLINGER V: Sorry.

23 MR. EVANS: He saw it for the first time.

24 BY MR. DOWNS:

25 Q. Okay. So yeah, that was basically my question, the billing

1 and the flyer, if it had arrived, if you took notice.

2 A. Yeah. I understand you guys are trying to educate the public
3 and --

4 Q. Well, not so much educate as to determine how effective --

5 A. It is.

6 Q. -- the process of putting flyers in the bill --

7 A. Yes.

8 Q. -- and whether or not that is an effective and efficient way
9 of doing it. The other problem, of course, people get online
10 bills. You don't have a printed copy to grab --

11 A. Right, right.

12 Q. -- and make the call, and who's going to Google up, you know,
13 when something's happening? So we're just examining that whole
14 process nationwide because this has come up before.

15 A. Yeah. Understood.

16 MR. DOWNS: That concludes my questions.

17 MS. COOPER SMITH: No questions.

18 MR. DOWNS: Good, good, good.

19 MR. MAURER: No questions.

20 MR. EVANS: Great. Thank you so much for the interview. We
21 really appreciate it.

22 MR. DOWNS: That concludes the interview. Thank you.

23 (Whereupon, the interview was concluded.)

24

25

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

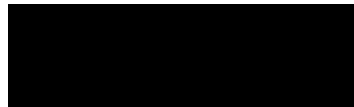
IN THE MATTER OF: RESIDENTIAL GAS EXPLOSION
 ON SPRINGDALE LANE, MILLERSVILLE,
 PENNSYLVANIA, JULY 2, 2017
 Interview of Clayton Hollinger, IV and
 Clayton Hollinger, V

ACCIDENT NO.: DCA17FP006

PLACE: Millersville, Pennsylvania

DATE: July 26, 2017

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.



Teresa Holevas
Transcriber