

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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RESIDENTIAL GAS EXPLOSION

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ON SPRINGDALE LANE, MILLERSVILLE,

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Accident No.: DCA17FP006

PENNSYLVANIA, JULY 2, 2017

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Interview of: CHRISTINE HAFNER

UGI Utilities
Lancaster, Pennsylvania

Friday,
September 15, 2017

APPEARANCES:

ROGER EVANS, Investigator in Charge
National Transportation Safety Board

EDWARD KENDALL, Attorney
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

DANE JAQUES, Attorney
Steptoe & Johnson, LLP
(On behalf of Ms. Hafner)

I N D E X

ITEM

PAGE

Interview of Christine Hafner:

By Mr. Evans

5

I N T E R V I E W

(9:32 a.m.)

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3 MR. EVANS: Good morning. Today is September 15th. It is
4 9:32 a.m. My name is Roger Evans and I'm an investigator with the
5 National Transportation Safety Board out of Washington, D.C. We
6 are at the UGI Conestoga --

7 UNIDENTIFIED SPEAKER: Conestoga Street.

8 MR. EVANS: -- Street offices here in Millersville [sic],
9 Pennsylvania. This interview is being conducted as part of the
10 investigation into the residential gas explosion on Springdale
11 Lane, here in Millersville, that occurred on July 2nd, 2017.

12 This is NTSB case number DCA17FP006. The purpose of the
13 investigation is to increase safety and not to assign fault, blame
14 or liability. The NTSB cannot offer any guarantee of
15 confidentiality or immunity from legal actions.

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

20 Christine Hafner, you are permitted to have one other person
21 present during the interview. This is a person of your choice --
22 an attorney, supervisor, friend, family member -- or nobody at
23 all. Please state for the record the spelling of your name, your
24 job title, who you work for, and who you have selected to
25 represent you today.

1 MS. HAFNER: My name's Christine Hafner, C-h-r-i-s-t-i-n-e;
2 Hafner, H-a-f-n-e-r. I am a dipatcher with UGI and I choose Dane
3 to represent me.

4 MR. EVANS: And Dane, please introduce yourself?

5 MR. JAQUES: Dane Jaques, D-a-n-e, J-a-q-u-e-s from Steptoe &
6 Johnson.

7 MR. EVANS: Okay. Now let's go around the room and have each
8 person introduce themselves, giving the spelling of their name,
9 and who they work for and their title.

10 MR. KENDALL: Edward Kendall, K-e-n-d-a-l-l, NTSB, attorney.

11 MS. COOPER-SMITH: Terri Cooper-Smith; C-o-o-p-e-r, dash,
12 S-m-i-t-h, Fixed Utility Evaluation Engineer III, Pennsylvania
13 Public Utility Commission.

14 MR. MAURER: Gary Maurer, M-a-u-r-e-r, Manager of Operations
15 Program with UGI Utilities.

16 MR. KRIEGER: Robert Krieger, K-r-i-e-g-e-r, UGI Utilities,
17 Vice President of Operations.

18 MR. EVANS: Thank you.

19 INTERVIEW OF CHRISTINE HAFNER

20 BY MR. EVANS:

21 Q. Thank you, Christine, for agreeing to speak with us today.
22 Before we get into the questioning, we'd like you to give us some
23 information about your background, how long you've been with the
24 company, the positions you've held, who you report to, maybe your
25 job description. If you can give us that information, that'd be

1 great.

2 A. Okay. I'm a dispatcher for UGI. I report directly to Alana
3 Lienti. She's my director supervisor.

4 Q. Can you please spell that name for us and --

5 A. Sure. A-l-a-n-a, last name L-i-e-n-t-i.

6 Q. Okay.

7 A. She is my direct supervisor. I've been with the company for
8 just shy of 5 years; it'll be 5 years next month. I came in
9 through the call center and I've been in dispatch for, it'll be 2
10 years next month as well.

11 Q. Okay. And just on a day-to-day basis, your shifts and what
12 you actually do, types of calls you take, how you direct traffic,
13 all that. Can you go through that for us?

14 A. I work a rotating shift so I work all three shifts. Our
15 office is 24/7/365 office. We take customer calls after hours.
16 During the day we are dispatching servicemen to leaks. We handle
17 workload, deal with the utility men, the C&M -- the construction
18 and maintenance men -- basically scheduling work all day, and then
19 after hours we take customer calls for emergencies only.

20 Q. So during the course of your work in the, like, middle of the
21 day, if you get a call someone has a leak of some sort, do you
22 have like a checklist of sorts that you use to address that or is
23 it all just, you're going to make a call to the nearest crew and
24 notify them? Can you go through that?

25 A. Sure. If we receive a call for someone who's smelling gas,

1 we dispatch the closest responder who is qualified. We have
2 certain programs that allow us to see who is the closest responder
3 through our MobileUp and also we just received a program,
4 Fleetmatics, which has GPS on each serviceman's car so we can
5 pinpoint who is the closest person.

6 Q. So at the time of the accident you did not have GPS as far as
7 where the individual cars were?

8 A. We have --

9 Q. The vehicles?

10 A. We had GPS through MobileUp at that time, so I could see who
11 the closest person was. However, that was after hours. It was on
12 a weekend, so there's somebody on call. So we call the person who
13 is on call.

14 Q. Okay. So on any given day, though, like today, if you have a
15 call that's on 123 Main Street, you can look at that on a map?

16 A. Right.

17 Q. And then you can zoom out and then you'll see blips for every
18 one of your vehicles?

19 A. Right. Correct.

20 Q. And can you touch the vehicle to notify them or do you have
21 to actually call them?

22 A. We call them directly.

23 Q. Okay. Is there any information available from a touch,
24 though, or is there a touch screen on that system? Just curious.

25 A. We can click on the truck to see who -- like about how far it

1 is. It'll give us --

2 Q. Oh, how many miles they are from the scene. Okay.

3 A. -- mileage, how many minutes away, that type of information.

4 Q. Okay. And when you make this call, the call is being
5 directed to whom, actually? When you have a, like a -- you go by
6 ABC call -- I mean ABC as far as the status of a leak? Is that
7 part of your work as well?

8 A. I'm not sure.

9 Q. The degree of the leak, if it's a minor, not so minor,
10 horrible.

11 A. We go by closest, regardless of if they say they're smelling
12 a strong odor or say it's a faint odor. We always go by the
13 closest responder.

14 Q. Okay. So at any given time during the day, you have a list
15 of those responders for --

16 A. Right.

17 Q. Is it by area?

18 A. We have a route sheet and that says who is qualified to take
19 the leaks, and by the closest responder from that person who's
20 qualified.

21 Q. And how many responders would you normally have on the list?

22 A. In that area, or in all --

23 Q. In general.

24 A. Lancaster is one of our smaller areas, so I would say between
25 10 to 15 who are qualified to take those calls.

1 Q. And on the day of the incident, were you the person on duty
2 that took the call from Ricky? Or that directed Ricky to go to
3 the scene?

4 A. Right. Correct.

5 Q. Okay. And do you recall how far Ricky was from the scene?
6 Did --

7 A. He was at home and -- I'm not sure. I can't specify right
8 now exactly where his home base was.

9 Q. But as far as picking Ricky over any other person, what was
10 the calling process for that? What would -- you know, how did you
11 pick him versus other people?

12 A. They assign someone who is on call, and the only way we
13 wouldn't -- I wouldn't call them is if they're not going to make
14 it in the time. Say, they were somewhere else on another call or
15 something like that, we would try to find the next closest person,
16 if they're not going to --

17 Q. Oh, so if they're an hour away --

18 A. Right.

19 Q. -- then you would have --

20 A. We would find somebody closer.

21 Q. You have an option, if someone's 10 minutes away --

22 A. Right.

23 Q. -- you're going to call that person.

24 A. Right.

25 Q. So, but relatively speaking, I guess, with him being from his

1 home to this location was a reasonable thing to do --

2 A. Right.

3 Q. -- to call him?

4 A. Correct.

5 Q. Okay. And when you made this call to that first responder,
6 what information do you have at that time that you can convey to
7 him?

8 A. Whatever -- when the order is typed up by the person in the
9 call center, we notify them of whatever information they give us
10 on the leak. So if they say they're smelling a strong odor or
11 where it's coming from and how long they've been smelling it, we
12 give them all that information and the location of where.

13 Q. Okay. So the call center takes the initial call from the
14 resident, right?

15 A. Correct.

16 Q. And that's a UGI company that's -- a rep that's getting that
17 call?

18 A. Right.

19 Q. And that gets logged into some -- into a system?

20 A. Right.

21 Q. And then once that call gets logged, then does that person
22 have to transmit it over to you?

23 A. Correct. Yeah.

24 Q. They transmit it to you?

25 A. Right.

1 Q. Then once it's transmitted to you, it comes up on a screen as
2 a, kind of a priority issue?

3 A. Right. It notifies us and it makes a sound on the computer
4 so you know that that's -- it comes over different than -- a leak
5 comes over different than other orders. And it --

6 Q. Okay. So it has a priority of sorts over the other work?

7 A. Right. And it comes over in red for an emergency. So we're
8 notified that it's not just a regular order.

9 Q. In your training do you -- do they speak to a minimum time
10 that you have to respond to this or is it just one of these things
11 where when you get these, you have to respond immediately? Is
12 that --

13 A. We have to respond immediately. I do have to dispatch it
14 within 10 minutes of us receiving it.

15 Q. And then do you make -- once the call has been dispatched and
16 the person is on his way, do you get any sort of notification then
17 about --

18 A. Right.

19 Q. What do you -- what happens then?

20 A. Once he logs on to his computer, he goes en route to the leak
21 so we can see him on his way. And then the technician hits
22 another button on the computer when they arrive, and that shows
23 that they're working the leak at that time.

24 Q. Okay. So the fact that that person has now responded, if he
25 cannot handle that situation himself, does he call back to some --

1 to you to say, hey, I need other people?

2 A. He would either call myself or he would call the duty
3 supervisor, who is also on call.

4 Q. And that's a choice he can make on his own?

5 A. Right.

6 Q. Okay. And on that day, did they call you back or did they
7 call --

8 A. He had called the duty supervisor who then went out to the
9 location. The duty supervisor contacts me. Whenever a duty
10 supervisor goes out to the location, they notify dispatch and we
11 put them in a log.

12 Q. Oh, so that's a requirement as well?

13 A. Right. We log their time, and where they are and what call
14 they're on.

15 Q. Okay. So let me get this right. The call comes into a call
16 center. That call gets upgraded to a leak. You get it. Red text
17 come across your screen. You dispatch the first responder. And
18 then from that point, the first responder's kind of making choices
19 with how he wants to work, whether he goes back through you or he
20 goes back directly to the guy on the road, right?

21 A. Correct.

22 Q. Okay. Now when the supervisor arrives on scene and he makes
23 a call to get other people, does he go back through you or does he
24 go back through the responder, or is he going directly to his list
25 of people that he can call to help him?

1 A. He would usually call, unless for some reason he needed me to
2 call. But in that instance, he would call if he needed a crew out
3 there or -- they handle all those calls.

4 Q. So he's calling you; is that correct?

5 A. No. He's calling whoever he needs. If he needs a --

6 Q. Oh, he's calling the crew?

7 A. If he needs crew out there, they call the crew directly.

8 Q. Okay. And, once again, if that call has been made, does that
9 indicate on your screen when these people show up?

10 A. You could see if they logged in. If they log in, which they
11 don't always do when they arrive somewhere, because they don't
12 really have anything to log into.

13 Q. Oh, so they don't have the same electronic equipment on
14 their --

15 A. They do, but if they don't have an order -- they're not also
16 receiving an order, so they don't have anything to log into to
17 show that they have arrived.

18 Q. Okay. Is there any system that shows the accountability,
19 though, of who is on scene immediately? Do you have any sort of
20 recognition and any type of system that says, hey, I have eight
21 people on scene or five people on the scene? Is it just, you just
22 get a --

23 A. Not unless we call them. Do we -- because when we call,
24 we -- when I call the first responder out, I note it in a call-out
25 in a database that shows where I called him to, what time I called

1 him at, if he answered, if he -- if I got an answering machine. I
2 have to log all that information in. And then when the duty
3 supervisor goes out, I have to log that into another database
4 showing where he's going, what time, and then he calls back when
5 he leaves; I note that time as well.

6 Q. Okay. So there could be a situation where you have five
7 people on the scene but your system only shows two?

8 A. Right.

9 Q. I mean, that would be --

10 A. Because if he's calling -- if the supervisor's calling the
11 crew directly, I don't have that information.

12 Q. Right. I see. Okay.

13 So when the -- as the situation, you know, starts going into
14 time and, you know, they're there 20 minutes, 2 hours, or
15 whatever, is there any other communication back and forth to you
16 once the crews are on the scene, though, with regard to if they
17 need more help or if they've got other issues?

18 A. They'll call us if they need us to call in a PA One Call
19 ticket if they need to dig. Or they'll contact us and let us know
20 if they need the fire department or if they need other assistance
21 like that, then we handle that.

22 Q. As far as the PA One Call, you can get a dig permit with
23 these emergencies in like minutes; is that correct?

24 A. I don't know about a permit. I --

25 Q. I mean, the 811 clearance to dig?

1 A. Right.

2 Q. You can get that fairly quickly?

3 A. Right.

4 Q. Like how quickly?

5 A. Well, we contact PA One Call and we give them the location
6 and tell them we need to put through an emergency ticket for
7 excavation, construction. They have different options to pick.
8 So if the crew needs to dig, we have to call PA One Call and say,
9 I need to put an emergency ticket for excavation through, and then
10 we give them the information.

11 Q. So the fact that you say the word emergency, I guess that --

12 A. Right.

13 Q. -- accelerates the whole process and gets the ball rolling so
14 you can -- do you get back to them and say, hey, we have
15 authorization to dig, or do they come out and actually spray the
16 paint on the ground or how's that all -- how does all that work?

17 A. We -- the PA One Call, after we finish giving them the
18 ticket, they give us a serial number. So we'll contact who's ever
19 on scene. It could be the first responder or the duty supervisor,
20 someone from the crew, and let them know the serial number. And
21 then they are notified -- we're notified as well that if
22 somebody's clear of a ticket -- if electric says they have nothing
23 there, they'll clear a ticket. Or they'll say it's in conflict,
24 and then we wait for them to arrive to mark any lines.

25 Q. So on the day of this event were there any issues with the --

1 with getting the ticket? Were there any other utilities in the
2 area that caused, were causing delays?

3 A. That I do not know. When I call in the ticket, I'll get the
4 serial number. I relayed it to the first responder, and then I'm
5 not sure who showed up or who didn't show up.

6 Q. Oh, okay, I see. So your part of it is just to get the
7 serial number out there to get the ball rolling to make this whole
8 thing happen?

9 A. Right.

10 Q. Okay. Have there -- in your training, with regard to
11 emergencies and all that, are there instances where you have been
12 instructed to make a call to 911 or fire or police for certain
13 situations?

14 A. Yes.

15 Q. Can you describe those situations for us?

16 A. If a serviceman's at a property and he's getting readings
17 from the door, the window, and we can't get anyone to answer the
18 door for us, we'll contact -- they'll call us to contact the fire
19 department to gain entry.

20 Q. On the day of this incident, did you get any such calls?

21 A. The duty supervisor had called me and asked, as a safety
22 precaution, if I could contact the fire department to assist with
23 evacuation.

24 Q. Do you recall the time when that came in with regard to, you
25 know, the overall scene, when they arrived at the scene versus

1 when he asked for the 911?

2 A. The first responder arrived at 11:00, and I don't have an
3 exact time for when I contacted the fire department. I don't
4 recall the exact time.

5 Q. I mean, was it 2 minutes later or 20 minutes later?

6 A. No, it was a bit later.

7 Q. Okay. So the call to the fire department -- and it's always
8 the fire department? It's not police, it's not, it's --

9 A. The only time we would really contact the police is if they
10 needed cars moved, something like that, or if there's an issue
11 with somebody that the police would need to diffuse. But mostly
12 it's the fire department.

13 Q. Okay. So are there any other times when you have
14 simultaneous calls to dispatch and -- you know, to dispatch
15 someone out there and to 911? Have you ever had that situation?

16 A. At the same time when we receive the --

17 Q. Yeah, or pretty close.

18 A. If we receive a call that someone's hearing hissing or
19 blowing, we contact 911 immediately.

20 Q. And where would you normally hear that?

21 A. From --

22 Q. That would be in the dialogue with the service call, made the
23 first --

24 A. Right. Either when we -- if we answer a call and we take
25 that information from the customer or it comes through the call

1 center, the -- usually, if it comes through the call center, the
2 call center representative would call 911 and then we -- they
3 would notify us if 911 will also be on scene.

4 MR. EVANS: Okay. Off the record, please.

5 (Off the record.)

6 (On the record.)

7 MR. EVANS: Back on the record with the Christine Hafner
8 interview. This is Roger Evans.

9 BY MR. EVANS:

10 Q. Christine, could you be so kind as to go down your timeline,
11 what you have there, and just give us a play-by-play of what
12 you've collected there?

13 A. Okay. At 10:29 the leak was received in dispatch.

14 At 10:31 we dispatched the leak, so I would have called Rick
15 Boudier at One Rock out to the location.

16 At 11:00 he arrived.

17 At 12:26 I spoke with Jason Trimble, who was the duty
18 supervisor.

19 At 12:39 Ken Fitzpatrick called in to notify us of the
20 explosion.

21 At 12:40 we contacted Jose Figeroa, who is also a supervisor,
22 to go to the scene.

23 At 12:42 I contacted my direct supervisor, Alana Lienti.

24 At 12:43 I contacted Tom Williamson, who is also in my
25 department, an acting supervisor that weekend as well.

1 At 12:43, Steve Cook was contacted.

2 At 12:44 gas control was contacted.

3 At 12:46 Dan Huegel was contacted.

4 At 12:46, as well, Eric Swartley was contacted.

5 At 12:48 Brian Morris was contacted.

6 At 12:48 Chet Wentz was contacted.

7 At 12:50 Chris Brown was contacted.

8 At 12:51 Don Onco (ph.) was contacted.

9 At 12:55 Ken Fitzpatrick had called and stated he shut the
10 gas off at the main.

11 At 12:59 contacted PP&L to shut off the power.

12 At 1:08 PP&L called back to notify us that the power was shut
13 off and that PP&L personnel were on-site.

14 And at 1:19 gas control stated that everyone on their list
15 had been notified.

16 Q. And for the benefit of the transcriber, can I have you
17 actually go down the names and spell those for us?

18 A. Sure. Rick Boudier is R-i-c-k, B-o-u-d-e-r.

19 Jason Trimble, J-a-s-o-n, T-r-i-m-b-l-e.

20 Ken Fitzpatrick, K-e-n, F-i-t-z-p-a-t-r-i-c-k.

21 Jose Figeroa, J-o-s-e, F-i-g-e-r-o-a.

22 Alana Lienti, A-l-a-n-a, L-i-e-n-t-i.

23 Tom Williamson, T-o-m, W-i-l-l-a -- I'm sorry -- W-i-l-l-i-a-
24 m-s-o-n.

25 Steve Cook, S-t-e-v-e, C-o-o-k.

1 Dan Huegel, D-a-N, H-u-e-g-e-l.

2 Eric Swartley E-r-i-c-k -- I'm sorry, E-r-i-c, Swartley,
3 S-w-a-r-t-l-e-y.

4 Brian Morris, B-r-i-a-n, M-o-r-r-i-s.

5 Chet Wentz, C-h-e-t, W-e-n-t-z.

6 Chris Brown, C-h-r-i-s, B-r-o-w-n.

7 And Christa from gas control, C-h-r-i-s-t-a. I'm not sure of
8 Christa's last name, though.

9 Q. Okay. That's fine. And we may ask you to give us these
10 titles later on, but I'll let you know.

11 Okay. So back to the -- with whenever you get a call like
12 this, are you aware of the ABC degree of the call? Is that part
13 of what you have in your knowledge that they train to, that this
14 is a level C call, which is the worst kind of leak, versus a level
15 A, which is a minor leak? Do you use those designations at all in
16 your work?

17 A. No. That's usually in the field. I'm not familiar with how
18 they --

19 Q. Okay. So that's not --

20 A. -- designate which is which.

21 Q. And as far as, if Ricky had heard a hissing noise, okay,
22 would you expect that you would be told that somewhere along the
23 way? Would he -- is there open communication between you and the
24 first responder at all?

25 A. Yes. He would call me and let me know, hey, I need help or

1 something like that on that day. He did call me. I sent him --
2 we can send electronic messages to the servicemen and that's
3 usually when they're on a leak, for safety purposes, we contact
4 them that way if it's not important.

5 So I sent him a message to notify him of the PA One Call
6 serial number and to let him know it was called in. So when he
7 came back to his truck, he saw that and called me and said, hey,
8 I'm still looking; I'm still investigating, looking into what's
9 going here; I got your message. And then that was it.

10 Q. Did he ever make any mention of the degree of the leak --

11 A. No.

12 Q. -- that this is a bad one or anything like that?

13 A. No.

14 Q. How about, did he -- did you hear him say anything like
15 evacuations or --

16 A. Only when the duty supervisor called and asked me to call the
17 fire department as a safety precaution to help with evacuation.
18 But he didn't notify me at that time if -- what the degree --

19 Q. So the duty supervisor -- Trimble, right? Jason Trimble?

20 A. Correct.

21 Q. He made the decision to make the call to you, for you to
22 contact 911?

23 A. Correct.

24 Q. Okay. Once you have a situation like this, like this day,
25 did you have a lessons learned meeting with anybody, like let's go

1 over what happened this day and let's see if there's any way we
2 can improve? Did we do it per the spec, our procedures, or -- did
3 you have anything like that on this one?

4 A. Not necessarily with like my whole department, but we
5 received communication about how procedures would change.

6 Q. Can you elaborate on what was going to be changed?

7 A. That any time a first responder or anyone on the scene of a
8 gas leak calls and says they are requesting the fire department,
9 we are to ask them if they need the electric shut off.

10 Q. Okay. So in the past, though, was electric shut-off is
11 something that you -- that you've dealt with yourself? Does it
12 come through to you to get that done or --

13 A. Normally someone from the field would contact us and say,
14 hey, I need the electric shut off, and either give us a pole
15 number or some kind of information as to if they need just that
16 location shut off, if they would shut down the grid, something
17 like that.

18 Q. Right. So in the past when you've done electric shut-off,
19 has it always come from your crews on scene?

20 A. Correct.

21 Q. There's never -- there's no script that you follow that says,
22 hey, I have to remind this guy to have the electric shut off?

23 A. Right.

24 Q. Is that correct?

25 A. Right. They would notify us.

1 Q. But there is no script that you use that says, hey, you're
2 supposed to remind the people out on the scene to remember, if
3 this is a bad one, that they're -- have to shut the power off?

4 A. No.

5 Q. Is there anything like that in your work?

6 A. No.

7 Q. Have you been trained in anything like that?

8 A. Just if they -- previously it was if -- they would contact us
9 and they were to notify us, since they were on scene, of what was
10 going on and if they need the electric shut off. And since the
11 incident, now anytime the fire department is called, we contact --
12 we're supposed to ask them if they need us to have the electric
13 shut off.

14 Q. Okay.

15 A. Regardless of what is going on.

16 Q. But there's no blanket instruction that says introduce the
17 ideas of cutting power off to the crews, by yourself or by any of
18 the dispatch people?

19 A. Without being notified from the field, no.

20 Q. Right. Okay.

21 MR. EVANS: Okay. That's all I have for right now. Thank
22 you.

23 MR. KENDALL: I have no questions.

24 MS. COOPER-SMITH: Terri Cooper-Smith, PUC. Nope, no
25 questions at the moment.

1 MR. MAURER: Gary Maurer, UGI. No questions.

2 MR. KRIEGER: Bob Krieger, no questions.

3 MR. EVANS: Well, that concludes the interview. Thank you
4 very much. I appreciate it.

5 MS. HAFNER: Thank you.

6 (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: RESIDENTIAL GAS EXPLOSION
 ON SPRINGDALE LANE, MILLERSVILLE,
 PENNSYLVANIA, JULY 2, 2017
 Interview of Christine Hafner

ACCIDENT NO.: DCA17FP006

PLACE: Millersville, PA

DATE: September 15, 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.



Sharon A. Estes
Transcriber