

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, \*

Accident No.: DCA17FP006

PENNSYLVANIA, JULY 2, 2017 \*

\*

\* \* \* \* \*

Interview of: FRANK ENTERLINE

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

DANE JAQUES, Attorney  
Steptoe & Johnson  
(On behalf of Mr. Enterline)

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I N T E R V I E W

(8:58 a.m.)

1  
2  
3 MR. EVANS: Good morning. Today is July 26, 2017. It is now  
4 8:58 a.m. I'm Roger Evans with the NTSB out of Washington, D.C.  
5 We're at the Blue Rock Fire Hall in Millersville, Pennsylvania.  
6 This interview is being conducted as part of the investigation to  
7 the residential gas explosion on Springdale Lane here in  
8 Millersville, that occurred on July 2, 2017.

9 The NTSB case number is DCA17FP006. The purpose to the  
10 investigation is to increase safety, not to assign blame or fault  
11 or liability. The NTSB cannot offer any guarantee of  
12 confidentiality or immunity from legal actions.

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

17 Frank Enterline, you are permitted to have one other person  
18 present during the interview. This is a person of your choice --  
19 an attorney, a supervisor, friend, family member, or nobody at  
20 all. Please state, for the record, the spelling of your name,  
21 your job title, and who you have selected to represent you today.

22 MR. ENTERLINE: Frank Enterline, E-N-T-E-R-L-I-N-E, safety  
23 and compliance inspector at UGI. I'm going to have Dane Jacques.  
24 Is that how you spell your last name?

25 MR. EVANS: And Dane, please --

1 MR. JACQUES: Sure. Dane Jacques, D-A-N-E. Last name, J-A-  
2 C-Q-U-E-S, of Steptoe & Johnson.

3 MR. EVANS: Thank you. I'd like to go around the room now  
4 and make some introductions, giving name -- your name, spelling of  
5 your name, and job title.

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

7 MR. DOWNS: Richard Downs, D-O-W-N-S, NTSB, Survival Factors  
8 Technical Working Group Chairperson.

9 MS. COOPER SMITH: Terri Cooper Smith, C-O-O-P-E-R,  
10 S-M-I-T-H, Pennsylvania Public Utility Commission, Fixed Utility  
11 Evaluation Engineer III.

12 MR. MAURER: Gary Maurer, M-A-U-R-E-R, Manager of Operations  
13 Programs, UGI Utilities.

14 MR. KRIEGER: Robert Krieger, K-R-I-E-G-E-R, Vice President  
15 of Operations, UGI Utilities.

16 MR. EVANS: Thank you very much.

17 INTERVIEW OF FRANK ENTERLINE

18 BY MR. EVANS:

19 Q. Well, Frank, to be begin, we'd like to get some background  
20 information. Education, your jobs that you've -- or your current  
21 title, and how many years in that position and how many years in  
22 previous positions, when you started with the company and all  
23 that.

24 A. Okay. I've been in my current position for about a year and  
25 a half. Before that, I was in the C&M department at UGI for, I

1 think, 11 years. And I started as a meter reader in 2003 or '04.

2 I can't remember.

3 Q. Okay. And high school? College?

4 A. I have a college degree.

5 Q. Okay. And what is your major?

6 A. It was Recreation and Outdoor Management.

7 Q. Okay. And that's BS?

8 A. Um-hum.

9 Q. Okay. Can you describe for us roles, responsibilities for  
10 your job, how many people report to you, daily routine of what you  
11 do every day?

12 A. Sure. I don't have any direct reports. My job as a safety  
13 compliance inspector is randomly audit jobs, go out on a job,  
14 whether it's a UGI or subcontractor site. Make sure that the  
15 worksite is safe, proper personal protective equipment is being  
16 utilized, observe the jobs, make sure that things that are being  
17 done on that job are being done according to procedure.

18 Basically, I'm out there as an inspector, just making sure  
19 that the jobs are being done safe and according to procedure,  
20 answer any questions that people have on-site.

21 Q. And you do this for both UGI employees, as well as  
22 subcontractors that would do --

23 A. Yes.

24 Q. Okay. Have you discharged, fired, or got rid of a contractor  
25 since you've been in this position for 1.5 years, where they are

1 no longer allowed to work for UGI?

2 A. I personally have not, but it has happened as a direct result  
3 of me being on a job and filing a report.

4 Q. Okay. And besides -- you know, I think like everything that  
5 -- in all sorts of businesses, there's a price of noncompliance,  
6 right? So besides the company being asked to never work for you  
7 guys again, what are the other vehicles you use for noncompliance  
8 as penalties for a subcontractor?

9 A. I don't deal with any penalties. All I do is observe and  
10 report what I observe. So to the extent of any penalties or  
11 anything else, that's not my department.

12 Q. Okay. Now let's forget about the subcontractors. Let's talk  
13 about UGI employees. What's the recourse for noncompliance for  
14 UGI employees?

15 A. The exact same thing. That -- my report would go to a  
16 supervisory level of that employee, and they would take it from  
17 there.

18 Q. Can you describe any situations where you wrote a very stern  
19 report, and based on that report, for a UGI employee, can you tell  
20 us what happened to that person?

21 A. Fortunately, in my year and a half, I haven't had to write an  
22 extremely stern report. But, you know, I would give an example of  
23 writing somebody up for mismarking a locate line, and then that  
24 employee received time off without pay.

25 Q. Okay. Can you describe the degree of penalties if a repeat

1 offender, or if that person --

2 A. Like I said, it's -- that's supervision level, not my  
3 department.

4 Q. Okay. Can you, perhaps, go to this whiteboard here and show  
5 us an organization of how you folks are -- your department is, and  
6 how it relates to other departments, where you are in the overall  
7 grand scheme of things? Is that --

8 A. I'm not sure what you're asking me to do.

9 Q. The org chart of how --

10 MR. KRIEGER: Can I interrupt?

11 MR. EVANS: Yes.

12 MR. KRIEGER: I think, I think what they're --

13 MR. EVANS: Introduce yourself.

14 MR. KRIEGER: Bob Krieger. I think what they're looking for  
15 is kind of just see your reporting structure, what group you're  
16 in, and then --

17 MR. ENTERLINE: Okay.

18 MR. KRIEGER: -- kind of flowing down from the top of that  
19 group to yours.

20 MR. ENTERLINE: Okay. I'm going to start -- I'll start  
21 with --

22 MR. EVANS: And can you speak loudly, please?

23 MR. ENTERLINE: I'm not going to spell names. How about --  
24 Tim Rhodes.

25 MR. EVANS: Okay.

1 MR. ENTERLINE: Chris Agans.

2 MR. JACQUES: Perhaps you should use positions instead of  
3 names, if you have it?

4 MR. EVANS: Yeah, that would be great. You could use  
5 positions.

6 MR. ENTERLINE: I don't know what their positions are.  
7 Everything just changed. I'm only familiar with my position as  
8 far as the titles.

9 MR. EVANS: Can you, perhaps, give him a hand, then, Robert?

10 MR. KRIEGER: I think -- I think Chris Agans' role is  
11 training and compliance.

12 MR. MAURER: Senior manager.

13 MR. KRIEGER: Senior manager, training and compliance.

14 MR. MAURER: Gary. Senior manager.

15 MR. ENTERLINE: Oh, okay. Senior manager. He's a manager.  
16 Yep.

17 MR. KRIEGER: So, he's --

18 MR. ENTERLINE: The manager of training and compliance.  
19 Okay.

20 MR. KRIEGER: And you report to Steve?

21 MR. ENTERLINE: I report to Steve. There's five people that  
22 report to Steve.

23 MR. KRIEGER: It's just the compliance inspectors, yes.

24 MR. EVANS: So you are one of five inspectors for -- okay.

25 MR. KRIEGER: Compliance.

1 MR. EVANS: Compliance, okay.

2 MR. KRIEGER: That's all you -- that's it.

3 MR. ENTERLINE: Okay.

4 MR. KRIEGER: That gives it to you.

5 MR. EVANS: Okay, great. You can you have a seat then.

6 Thank you.

7 MR. EVANS: Thank you very much.

8 MR. ENTERLINE: Sure.

9 MR. EVANS: That makes it a lot clearer.

10 So Mr. Rhodes was the person that we had first considered.

11 MR. KRIEGER: Right.

12 MR. EVANS: But he's more of a --

13 MR. KRIEGER: Yeah. He's more -- again, that's where I  
14 was --

15 MR. EVANS: The umbrella --

16 MR. KRIEGER: Robert Krieger, yeah. That's what I wrote.

17 BY MR. EVANS:

18 Q. Okay. Okay. So the -- in your group there with the five  
19 other people --

20 A. Yes.

21 Q. -- so do they have the same job as you, but they -- is it --

22 A. Yes.

23 Q. -- is it broken up by districts? Is that how it's -- or  
24 areas, or what?

25 A. Yes. We're all based out of a different location.

1 Q. So your responsibility, the area that you are responsible  
2 for, what is that?

3 A. My primary area is the Harrisburg area, with satellites  
4 around Harrisburg, and we overlap.

5 Q. So is this area, Millersville, is this your area as well?

6 A. This would be part of the area that I overlap, yes.

7 Q. Is the accident scene part of your area?

8 A. Yes.

9 Q. Okay. So you're responsible for -- so is this a -- when you  
10 say you do the inspections, are you -- I mean, the guys on scene  
11 don't know that you're going to be inspecting. You kind of show  
12 up and surprise?

13 A. Correct.

14 Q. It's all a surprise?

15 A. Mostly, yes.

16 Q. Okay. You know where the people are working, you show up,  
17 and then you watch what they're doing. And do they -- do you wear  
18 a hat or hardhat that says -- they know when you arrive that we  
19 have big brother watching us today? Is -- are they aware of that?

20 A. Well, the first thing I do is go down and introduce myself to  
21 the crew foreman and ask for his job plan. So he would know who I  
22 am, not based on a hardhat, but on my introduction, if he doesn't  
23 know me from previously.

24 Q. And when you go to a job like this, is there -- I mean, the  
25 job plan is necessary. They have to have a job plan. That's part

1 of -- they're going to get a demerit if they don't have a job  
2 plan?

3 A. They would receive a write-up if they didn't have a job plan  
4 and they were performing work.

5 Q. Okay. Is it popular to -- is that a popular item that you  
6 have to write people up for?

7 A. It is.

8 Q. It is? Like, 1 out of 10, or --

9 A. I wouldn't know a number.

10 Q. Okay. But it does happen?

11 A. It does.

12 Q. And it's not a surprise if you go and -- on a scene and the  
13 person hasn't got a job plan?

14 A. Oh, it's a surprise. I expect them to have it. So --

15 Q. Oh, okay. Okay.

16 A. Yeah.

17 Q. And then, when that person doesn't have the job plan, what's  
18 the recourse there? You write a report, that's one of the items  
19 in your report. These people get talked to by whom?

20 A. If it's a UGI employee, and I would write them, whether -- we  
21 have different levels of coaching or infraction. If I were to  
22 write them up for something like that, I talk to their direct  
23 supervisor, let them know the situation, and then they deal with  
24 that employee according to however they -- they're style of  
25 management.

1 Q. So can you describe for us coaching? And describe for us  
2 infraction?

3 A. Coaching is something that, if I show up on a job and if --  
4 let's say, I see a guy about to do something without, say, filling  
5 out his job plan. If I stop him and say, before you do that, you  
6 need to fill out your job plan and take care of that. And he  
7 says, oh, I forgot. He goes, he fills out his job plan, he  
8 continues on with his work. I would write that up as a coaching  
9 event. You know, it was something that he forgot. We had a  
10 conversation. He learned from it. Hopefully he won't forget it  
11 the next time.

12 Q. Okay.

13 A. If I show up the next time, 2 weeks later, and the same exact  
14 thing is happening, now that would escalate to an infraction. An  
15 infraction requires a written response from his direct supervisor.  
16 And then, a lot of times, accompanied with that is sometimes a  
17 level of discipline from their supervisor. But as I said before,  
18 my objective is just to observe and report.

19 Q. Okay. From the standpoint of infractions, is there a  
20 guideline that says if you get this many infractions within this  
21 many months, that person's going to be a historical feature of  
22 this company?

23 A. Not that I'm aware of.

24 Q. Okay. So, let's go from -- you do this on routine work,  
25 right?

1 A. Um-hum.

2 Q. Not so much emergency. Do you ever go and look at an  
3 emergency situation and critique that?

4 A. Sure.

5 Q. Okay. And on an emergency situation, are you -- do you  
6 become part of the -- are you just an observer completely?

7 A. I'm there basically in the same capacity as routine work.  
8 You know, and one of the things that -- and maybe I failed to  
9 mention it too, was whatever OQ qualified task work is being done,  
10 I'll also check those tasks and make sure that the individuals  
11 completing the work or qualified to do that work. So the same  
12 would apply in an emergency situation.

13 Q. Okay. And if a person is doing work and he doesn't have his  
14 OQ up to date, what's the recourse there?

15 A. That would be an infraction. If he performed an OQ covered  
16 task without being qualified, he would receive an infraction.

17 Q. Okay. With regard to the emergency type work, I mean, when  
18 someone has a -- they pull up on a scene because they have an odor  
19 complaint, would you expect they're going to have a job plan for  
20 that, even though that's a rush kind of effort in some cases?

21 A. No, not so much there. Job -- I would expect a job plan to  
22 be filled out when a crew showed up and they were going to  
23 excavate. At that point a job plan should be filled out.

24 Q. Okay.

25 A. Not necessarily, we don't -- I don't expect to see a job plan

1 for work being done by an individual. So like a first responder  
2 or a locator, I wouldn't expect a job plan. It's more of a crew  
3 that's going to be excavating.

4 Q. Do you have an expectation, though, when you go to a scene,  
5 regardless if it's an emergency or if it's routine, that there  
6 should be a minimum number of employees to do that job plan?

7 A. Could you ask that question again?

8 Q. If you go to a scene, regardless if it's emergency or  
9 routine, is there a requirement that they have a minimum number of  
10 employees? Like, let's say, maybe the plan says, well, this is a  
11 five-person job, but they only have two people there. Do you see  
12 that as an issue?

13 A. I think there's -- I can only specifically think of, say,  
14 like hydraulic-assisted butt fusion where it's a requirement to  
15 have two people. I don't know specifically of certain jobs  
16 requiring a certain amount of people.

17 Q. Okay. Okay. So do you get to review the results of your  
18 critiquing and -- from the personnel side? Do you get to review,  
19 like, what happened to Joe Smith and Johnny Jones when they were  
20 out there and you wrote them up?

21 A. For the most part, because once -- like I say, if it's an  
22 infraction, that infraction requires a written response from a  
23 supervisor or someone in a supervisor role. So once they -- and  
24 then they're required to send that back to me. And once they send  
25 that back to me and I read their response, which usually includes

1 what you're talking about, any disciplinary action or something,  
2 I'll put final comments on it and close it out.

3 Q. Okay. So, as an example, if we had -- we have three  
4 employees on the scene actively working. If we were to do a doc  
5 request to look at all infractions, all coaching through the  
6 years, that would be a document that would be available? Would  
7 that be in the personnel file?

8 A. Yes. It gets saved. I believe we -- our department saves  
9 them for 2 years, as far as I know.

10 Q. Okay.

11 A. We --

12 MR. EVANS: Doc request for the -- for all that information?

13 MR. KRIEGER: Doc request, you want infractions for  
14 individuals?

15 MR. EVANS: Infractions and coaching occurrences for those on  
16 the scene at the time of the incident for the last 2 years.

17 BY MR. EVANS:

18 Q. As far as --

19 MR. KRIEGER: We'll need some clarity on that, Roger.

20 MR. EVANS: Yeah, yeah. We'll --

21 MR. KRIEGER: Just as to who that is.

22 MR. EVANS: Yeah, just a (indiscernible).

23 And that was Bob Krieger speaking.

24 BY MR. EVANS:

25 Q. With regard to your workload, and you're telling me now -- I

1 mean, from what you told us, that you have -- to go from one  
2 location to the next location to the next location, how many of  
3 these can you do in a day?

4 A. It can vary depending on the scope of the work and actually  
5 where they are in the job at the time of my arrival. But I would  
6 say pretty standard would be between three and four different site  
7 inspections a day.

8 Q. And there's five people in your group that are doing these?

9 A. Correct.

10 Q. And they're all doing something similar as far as that much  
11 activity?

12 A. Sure.

13 Q. Okay.

14 A. You know, there's -- we have other job responsibilities as  
15 well, you know, so, sometimes there -- you might get more;  
16 sometimes you might get less.

17 Q. So, with the infractions, do they go up the chain to Mr. Tim  
18 R.? Does he see infractions? Would he see those types of things  
19 that occur on his -- on scenes?

20 A. I would think so. But I can't answer that. I don't know.

21 Q. But the person to take the action for these infractions, at  
22 what level is that?

23 A. I'm sorry?

24 Q. The person that takes actions on employees for --

25 MR. EVANS: I know -- I know, Bob, we're going to be talking

1 with you a lot about this in your interview.

2 BY MR. EVANS:

3 Q. But based on your knowledge of, you know, when these  
4 infractions occur, where do they go and who does the --

5 A. Like I say, when I write an infraction, I send it out to a  
6 mass email, and Gary might know exactly who gets those emails.  
7 It's a large group that gets notification of that. But I also  
8 address it specifically to that employee's direct supervisor.

9 Q. Okay. And are there metrics that say, okay, we have done  
10 this many work plans, and of these work plans, we have done this  
11 many surprise inspections. And of those inspections, these are  
12 the results. And is there any sort of metric that says, this is  
13 how we're doing with our work versus coaching versus infractions  
14 for the total number that are executed?

15 A. Yeah, I believe so.

16 Q. You see like a monthly report or something?

17 A. Um-hum.

18 MR. EVANS: Yeah, we'd like to get that too, Bob, if we can,  
19 the infraction --

20 MR. KRIEGER: Um-hum.

21 MR. EVANS: -- the metrics for it.

22 Okay, that's all I have as far as I can think of right now.  
23 Anything?

24 BY MR. KENDALL:

25 Q. Edward Kendall, NTSB. Did Mr. Boudier, as an inspector,

1 report to your boss or did he report to someone different?

2 A. Someone different.

3 Q. And he reported to someone in C&M?

4 A. I don't know who Mr. Boudier reported to.

5 Q. Do you know his position in the company?

6 A. Mr. Boudier's?

7 Q. Yes.

8 A. No.

9 Q. Okay. Did you have any involvement on the day of the  
10 accident?

11 A. No.

12 Q. No.

13 A. No.

14 Q. And are you aware if on emergency calls, a job plan is  
15 created for the emergency?

16 A. From the first responder?

17 Q. Yes. Or from anyone on scene for UGI.

18 A. I'm not sure I understand your question. Like --

19 Q. So -- I can clarify.

20 A. The first responder would not be -- typically would not be  
21 the person to fill out a job plan.

22 Q. Would it be the supervisor or the foreman on scene?

23 A. The foreman.

24 Q. And would you, if you were -- you said you reviewed emergency  
25 situations before, correct?

1 A. Um-hum.

2 Q. And so, if you were reviewing emergency situations, would you  
3 expect to find a job plan?

4 A. I would expect -- I mean, every emergency situation is  
5 different, but sure. If there was excavation work going on and we  
6 were going to be performing work on that system, then I would  
7 expect to see a job plan. Yes.

8 Q. Okay. So in reviewing for a job plan, it's usually once  
9 excavation work would have started?

10 A. Well, no. I mean, our job plan isn't specific to an  
11 emergency. You know, what we tell -- what we train our guys as  
12 far as a job plan is before your work starts.

13 Q. Okay.

14 A. So, typically, we're thinking that not be emergency work, but  
15 rather routine work.

16 Q. Right.

17 A. And when they go out to the job, before any work begins, they  
18 would want a job plan started and filled out with the names of the  
19 employees there.

20 Q. So, if you were reviewing job plan as an inspector for an  
21 emergency, you wouldn't necessarily expect it due to the kind  
22 of --

23 A. I would --

24 Q. -- the emergency nature of the work?

25 A. I would expect it, although I could understand in certain

1 emergency situations maybe it wouldn't be completed yet.

2 MR. KENDALL: Okay. Those are all the questions I have.

3 BY MR. DOWNS:

4 Q. Downs, NTSB. Frank, did you participate or respond to the  
5 accident site on the day of the accident?

6 A. No.

7 Q. Okay. And safety and compliance, your particular group, it  
8 sounds like you guys do a production inspection process rather  
9 than a training role and participate in, like, safety training and  
10 conduct safety training; is that correct?

11 A. Correct.

12 Q. So would you happen to -- would your work group happen to  
13 participate in safety training activities that are conducted by  
14 the company?

15 A. I guess to a lesser extent. As an example, if a tailgate  
16 topic comes out on a somewhat consistent basis, that would be  
17 something that we would take out to the job and go over with the  
18 crews just to hopefully follow up with -- whenever it was  
19 presented to them at first, we would also follow up with them on a  
20 job just to reiterate it.

21 Q. To share the information so that it's disseminated among the  
22 company employees, a particular job topic issue point that you've  
23 observed or your particular team has observed? So you routinely  
24 share these things amongst your work group?

25 A. Yes.

1 Q. And you disseminate that through various meetings that you  
2 have with various work groups out on the system?

3 A. Sure. Like I said, when I show up on a job, usually the  
4 first thing I'll do is introduce myself to the foreman or the  
5 crew. And yeah, you know, one thing that I do try to do is have a  
6 brief safety conversation or maybe just bring something up that  
7 I've been noticing recently and share with that group.

8 Q. Okay, great. And do you routinely write up or document  
9 safety issues that you see so that the company disseminates that  
10 in the various work groups throughout the system? If your system  
11 -- I believe their gas company covers roughly half of  
12 Pennsylvania, so is there a mechanism to get a particular safety  
13 topic distributed to all of the other areas in Pennsylvania that  
14 your company operates?

15 A. We have channels where, if we have concerns -- I'm not sure  
16 exactly what you're referring to. But if we have a concern, we  
17 have channels to bring that up.

18 Q. System-wide?

19 A. Not necessarily system-wide, but we have those channels to  
20 make it go system-wide. In other words, I would provide that to  
21 -- I would probably start by providing that information in my  
22 group and maybe then sharing that with some of the other groups  
23 that do more of the announcements, the tailgate topics, and that  
24 sort, the tech advisories.

25 MR. DOWNS: Okay, thank you. That concludes my questions.

1 BY MS. COOPER SMITH:

2 Q. Terri Cooper-Smith, Pennsylvania Public Utility Commission.  
3 As the safety compliance inspector, you're pretty well-versed on  
4 the procedures --

5 A. Yeah.

6 Q. -- I would assume, right? Do you know, off the top of your  
7 head, what is the procedure number for leak investigation for UGI?

8 A. No, not off the top of my head.

9 Q. Okay. Although you may not know the number, do you -- are  
10 you -- you feel pretty comfortable knowing what --

11 A. Yes.

12 Q. -- is in that procedure? Okay.

13 Do you know if, within that procedure, it is required to --  
14 for an inside leak investigation, if it's a requirement to go into  
15 the basement of a home?

16 A. It's not a requirement if certain criteria are met. In other  
17 words, if you have -- if you're met with 20 percent LEL in the  
18 atmosphere at the front door, you are not required to go into the  
19 basement.

20 Q. Okay. And below 20 percent?

21 A. Below 20 percent, you are, according to our GOM, allowed to  
22 proceed and continue your inside investigation.

23 Q. Okay. And in general -- and I don't know which procedure  
24 this would be, is it a requirement for UGI crews, when they arrive  
25 on a site, be it an emergency situation, leak, or just a routine

1 job, is it a requirement to have a tailboard with the crew?

2 A. That's part of the job plan. So as a job plan, it's part of  
3 the requirement. Then yes, it's a requirement for that crew to  
4 have a tailgate. Usually it's just a brief safety minute. But  
5 yes, that's part of the requirement.

6 Q. And in the brief safety minute, they're going over the  
7 specifics of what they're going to be doing on that job?

8 A. There's no -- I mean, we don't hold them -- it would be job-  
9 specific, yes.

10 Q. Okay.

11 A. But it could be a reminder just as far as, you know, if it's  
12 extremely hot that day --

13 Q. Right.

14 A. -- it could be a reminder, hey, watch out for your other co-  
15 workers and let's watch for signs of heat stress and stuff like  
16 that.

17 Q. So general safety and specifics to the job. Or they might  
18 throw in general safety.

19 A. It really could be whatever that foreman feels is pertinent  
20 for that day.

21 Q. Okay. And in an emergency situation, it would -- they would  
22 have to come together before they would start any emergency work  
23 to do a tailboard?

24 A. Like I said, I -- in an emergency situation, depending on  
25 what the crew is responding to, me, as a safety and compliance

1 inspector, I could understand that they would not have a job plan  
2 filled out while responding to an emergency because obviously life  
3 and property is their number one concern.

4 Q. Okay. Maybe not fill that -- not filling out a report, but  
5 would they be required to at least meet to say, you know, this  
6 person does X, this person does Y, does Z, or not required?

7 A. It's a requirement, because you're going to have one person  
8 in charge. So whoever's in charge, anybody else that shows up on  
9 that scene should report to that individual and get their orders  
10 or their directive.

11 Q. Okay. And within that group, is that person typically the  
12 foreman, or --

13 A. That person can change in an emergency situation.

14 Q. Okay.

15 A. It's whoever pretty much is the highest ranking with the most  
16 knowledge as far as what the situation calls for.

17 MS. COOPER SMITH: Okay. That's all I have. Thank you.

18 BY MR. MAURER:

19 Q. Gary Maurer, UGI. Role as a safety and compliance inspector,  
20 we have other UGI employees who are inspectors. Is this a layered  
21 approach where you have -- you're a layer above them? In other  
22 words, there's layers of inspection? Is that how it's structured?

23 A. Sure. Yeah. It's -- I mean, the UGI inspector for that crew  
24 is responsible solely for that crew. You know, when I show up to  
25 do a -- or when any of us show up to do a job, you know, we're

1 looking at the crew as well as the inspector, and making sure that  
2 everybody is doing what they need to be doing, qualified in what  
3 they're -- they need to be qualified in. And, you know, just  
4 provide that extra level, I guess.

5 MR. MAURER: That's all I have. Thank you.

6 BY MR. KRIEGER:

7 Q. Robert Krieger. Taking that a step further, Frank, to Gary's  
8 point on layered inspection, who all -- well, do -- does UGI have  
9 a specific inspector role for contractor crews separate from the  
10 compliance role?

11 A. Yes.

12 Q. And what do they do on a day-to-day basis, that inspector?  
13 High level.

14 A. As far as, like, a typical union inspector on a job?

15 Q. Typical union inspector on a contractor job.

16 A. A lot of times, I mean they're there making sure that the  
17 work that's being done by that contracting crew is done to our  
18 standards, our specifications, and by our procedures.

19 Q. Okay.

20 A. It's their responsibility as well. We share some similar  
21 responsibilities as far as making sure that OQ tasks are up to  
22 date from their crews. And sometimes it could even require  
23 scheduling, working out ahead of that crew and contacting  
24 customers.

25 Q. Do supervisors visit jobsites and inspect activity?

1 A. Yes.

2 Q. And what would their role be in inspecting that activity? Or  
3 do you know?

4 A. I don't know.

5 Q. Okay. Are there any other individuals -- obviously  
6 compliance also inspects activity on a day-to-day basis on a spot-  
7 type basis, is what you've said earlier.

8 MR. DOWNS: Verbal response, please.

9 MR. ENTERLINE: I'm sorry?

10 MR. EVANS: Verbal response.

11 MR. KRIEGER: Yeah.

12 MR. EVANS: You need to answer the question rather than just  
13 nod your head.

14 BY MR. KRIEGER:

15 Q. So just to confirm, again. So the compliance person is going  
16 out there on a spot basis to do that inspection?

17 A. Yes.

18 Q. So you've got compliance inspectors -- again, what Gary was  
19 saying. You've got internal UGI inspectors that are going out and  
20 verifying compliance -- and if I say anything that's wrong, please  
21 correct me.

22 A. Okay.

23 Q. You have supervisors that are going out on a regular basis to  
24 inspect activity?

25 A. Yes.

1 Q. Are there any others that would go out? Managers?

2 A. Yes. I've seen managers on a job. I've seen managers signed  
3 in on job plans before I had gotten there.

4 Q. Okay.

5 A. So, yes.

6 Q. So, again, it's kind of a tiered approach to oversight of  
7 these crews?

8 A. Yes.

9 Q. All right. On the question with respect to minimum number of  
10 employees, would you agree that the number of employees is task-  
11 based depending on the activity, may it be a meter change to  
12 installing main work? So --

13 A. Yes.

14 Q. -- it would be driven by that.

15 Specific to job plans, you had talked about that job plans  
16 are required. But then you also made a comment that they're not  
17 for individual contributors. So is it safe to say that job plans  
18 are not required for all work?

19 A. Yes.

20 Q. It is not required for all work? Okay.

21 And then, specific to emergencies, you had said that you  
22 would expect for emergency-type work that there would be a job  
23 plan, but the timing of when that job plan is completed could vary  
24 based on the nature of the emergency?

25 A. Correct.

1 Q. Is that true? Okay.

2 Are you aware of -- based off an earlier question, that when  
3 somebody gets -- if you go out and you're doing a coaching, would  
4 you view that coaching as a training activity? Or how would you  
5 view with the coaching? When you're doing that as a compliance  
6 inspector --

7 A. Yeah, I would look at it as a sort of training.

8 Q. Yes.

9 A. You know, because a coaching, like I say, is typically --  
10 we're catching it in time. We're catching them before they make a  
11 mistake or miss a step or do something else. So I would look at  
12 that like a training.

13 Q. And part of that is that you're going over the procedure that  
14 applies in that case to say, this is what you should be doing?

15 A. Yes.

16 Q. Okay. With respect to an infraction, do they -- do you have  
17 situations that, if somebody gets an infraction, they can then  
18 continue to do that work, or are they -- do they have --

19 A. If --

20 Q. -- operator qualifications associated with those infractions  
21 or with the work that they're performing, will they be stripped of  
22 those operator qualifications?

23 A. Oftentimes, if the infraction is associated with an OQ  
24 covered task, then they would lose that OQ covered task until they  
25 can go in and be retrained and --

1 Q. And to do it?

2 A. Right.

3 MR. KRIEGER: Okay. I expect I'll hear some questions on  
4 discipline for infractions, so I'll leave that to me to have that  
5 conversation. And then, I think that's all the questions that I  
6 have.

7 BY MR. EVANS:

8 Q. Okay. Just one follow-up. On any given day, just kind of  
9 like orders of magnitude, are there 75 crews out there working?  
10 Or are there 100 crews out there working? Is it 200 crews? Is it  
11 -- any idea?

12 A. I couldn't answer that.

13 MR. EVANS: Perhaps, Bob, you can --

14 MR. KRIEGER: I would say that we have -- on any given day,  
15 you could have well over 100 crews working.

16 MR. EVANS: Okay.

17 MR. KRIEGER: On any given day across our entire system.

18 MR. EVANS: Okay. That's good. That's all I have.

19 MR. ENTERLINE: Okay.

20 MR. EVANS: Anyone else?

21 BY MR. DOWNS:

22 Q. Quick follow-up. Is every jobsite examined by an inspector  
23 in some manner?

24 A. No.

25 Q. Is it 50 percent; 80 percent? Any idea as to the probability

1 of particular jobsite being visited by an inspector in your group?

2 A. I wouldn't have those numbers.

3 Q. Don't have any idea?

4 A. No.

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

6 MS. COOPER SMITH: No questions.

7 BY MR. MAURER:

8 Q. Real quick. Gary Maurer. As far as the OQ, you say they  
9 would lose their OQ. Who performs that -- how does that process  
10 work?

11 A. If I were to see an infraction on an OQ covered task where  
12 the individual loses qual, I would have the -- I have the  
13 authority to essentially pull his qual. So when I do that, I  
14 would immediately make a call or send an email and -- or text, and  
15 have that person -- that individual's qualification be pulled.  
16 And the supervisor would get a notification as well.

17 And then that person, you know, obviously if I'm on-site, I'm  
18 not going to leave without that person understanding that he can  
19 no longer perform that qualification without being retrained, and  
20 his supervisor will be in touch.

21 MR. MAURER: No further questions.

22 MR. EVANS: Okay.

23 MS. COOPER SMITH: Just --

24 MR. EVANS: That completes the interview. Oh --

25 MS. COOPER SMITH: I'm sorry. Just a quick follow-up.

1 BY MS. COOPER SMITH:

2 Q. During your 1½ --

3 MR. DOWNS: Name.

4 BY MS. COOPER SMITH:

5 Q. Oh, Terry Cooper-Smith. During your 1½ years in your current  
6 position, how many times would you say you've given an infraction  
7 where you have had to pull quals?

8 A. I'm sure those numbers are available, but I don't know.

9 Q. Would you say it was more -- would you say it was more than  
10 -- more or less than 10?

11 A. I would say more than 10.

12 Q. More than 10? Okay.

13 A. Yeah.

14 MS. COOPER SMITH: That's it. That's all I need.

15 MR. EVANS: That's all I have. Thank you very much.

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

17 (Whereupon the interview was concluded.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

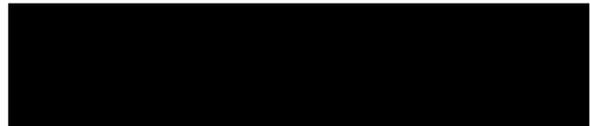
IN THE MATTER OF:           RESIDENTIAL GAS EXPLOSION  
                                  ON SPRINGDALE LANE, MILLERSVILLE,  
                                  PENNSYLVANIA, JULY 2, 2017  
                                  Interview of Frank Enterline

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.



Wendi LaBelle  
Transcriber