

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

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RESIDENTIAL GAS EXPLOSION \*

ON SPRINGDALE LANE, MILLERSVILLE, \* Accident No.: DCA17FP006

PENNSYLVANIA, JULY 2, 2017 \*

\*

\* \* \* \* \*

Interview of: JASON TRIMBLE

Blue Rock Fire Hall  
Millersville, Pennsylvania

Tuesday,  
July 25, 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

WILLIAM MYERS, Attorney  
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(On behalf of Mr. Trimble)

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I N T E R V I E W

1  
2 MR. EVANS: Good morning. Today is July 25, 2017. My name  
3 is Roger Evans. I'm an investigator with the National  
4 Transportation Safety Board in Washington, D.C. We're at the Blue  
5 Rock Fire Hall in Millersville, Pennsylvania. This interview is  
6 being conducted as part of the investigation into the residential  
7 gas explosion on Springdale Lane here in Millersville that  
8 occurred on July 2nd, 2017.

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

13 This 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 Jason Trimble, you are permitted to have one other person  
18 present during the interviews. This is a person of your choice --  
19 an attorney, a supervisor, friend, family member or nobody at all.

20 Please state for the record the spelling of your name and  
21 your job title.

22 MR. TRIMBLE: Jason Trimble, J-A-S-O-N, T-R-I-M-B-L-E, and  
23 I'm a supervisor for UGI.

24 MR. EVANS: Okay. And the person that you have chosen to  
25 represent you today?

1 MR. TRIMBLE: My attorney, Bill Myers.

2 MR. EVANS: For the record, Bill, can you give us your  
3 spelling of your name and --

4 MR. MYERS: Yeah, it's William L. Myers, M-Y-E-R-S, Junior.

5 MR. EVANS: And you're with?

6 MR. MYERS: The Myers firm in Philadelphia, Pennsylvania,  
7 1515 Market Street, Suite 810, Philadelphia, 19102.

8 MR. EVANS: Okay. I'd like to go around the room now and  
9 have everyone make an introduction with their name, spelling of  
10 their name and job title.

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

12 MR. DOWNS: Richard Downs, NTSB, Survival Factors Group  
13 Chairperson.

14 MS. COOPER SMITH: Terri Cooper Smith, Pennsylvania Public  
15 Utilities Commission, Fixed Utility Evaluation Engineer III.

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

18 MR. KRIEGER: Robert Krieger, Vice President of Operations,  
19 UGI Utilities.

20 INTERVIEW OF JASON TRIMBLE

21 BY MR. EVANS:

22 Q. Okay. So Jason, thank you so much for agreeing to speak with  
23 us today. We are going to be on record for probably an hour and a  
24 half, I would imagine with this one, so if you need to take a  
25 break feel free to go off the record, no problem.

1           If you can go ahead and give us your job title and how long  
2 you've been in that position with the firm?

3 A.   Operations Supervisor for UGI, and I've been in that position  
4 for approximately 1 year.

5 Q.   And prior to that, what position did you have?

6 A.   I was a Mech II at UGI in the field, a foreman.

7 Q.   And that is a Mechanic II, is that --

8 A.   Yes.

9 Q.   -- that's correct? And how long were you in that position?

10 A.   Probably I would say maybe 2 years.

11 Q.   Okay. And prior to that?

12 A.   I just went up through the -- you know, laborer, operator.  
13 So I was with the company for approximately 8 years before I took  
14 my supervisor position.

15 Q.   Okay. And to get to your current position did you serve an  
16 apprenticeship?

17 A.   Yes.

18 Q.   And what is the length of the apprenticeship?

19 A.   At that point it was 4 years.

20 Q.   And as an apprentice, what types of activities did you do?

21 A.   Put in -- running new gas services, renewing gas services.  
22 At that point we did still put main -- UGI Group still put main in  
23 the ground; leaks, we ran leaks; pipefitting.

24 Q.   Okay. And what is your educational level?

25 A.   High school --

1 Q. High school?

2 A. -- diploma.

3 Q. Okay. And just so -- and so overall, when did you start and  
4 when -- what year did you start at the company?

5 A. That would have been 2008.

6 Q. Okay.

7 A. September of 2008.

8 Q. And when you started, did you work in another capacity before  
9 you got into the apprenticeship program?

10 A. No, I started in --

11 Q. As an apprentice?

12 A. Um-hum.

13 Q. Okay. Okay, great. Okay, thank you for that.

14 So as an ops supervisor, describe your -- what your roles and  
15 responsibilities are in that?

16 A. Day-to-day permitting, dispatching crews, visiting crews,  
17 equipment upkeep, not physically fixing things but making sure  
18 things are fixed and taken care of, answering one-call tickets, my  
19 work, and then just helping out the other supervisors with locates  
20 and those types of things.

21 Q. Okay. So I'm going to describe something for you and perhaps  
22 you can tell me if I'm down the right path, wrong path?

23 A. Okay.

24 Q. So I trust you have a truck, a service truck that you -- that  
25 the company provides for you?

1 A. I do. I have an Escape, a Ford Escape.

2 Q. Okay. And within that Ford Escape do you have a computer  
3 system?

4 A. I do not.

5 Q. Okay. Do you just have a company cell phone?

6 A. Um-hum.

7 Q. Do you have a radio as well?

8 A. No.

9 Q. No?

10 A. Like a dispatching radio?

11 Q. Right.

12 A. No, sir.

13 Q. Okay. So all your direction comes via your cell phone?

14 A. Um-hum.

15 Q. Okay. So let's say tomorrow morning you were going to work  
16 and you get in your Escape. Would you have a list of assignments  
17 coming through email or is it through texts or is it through --

18 A. No, we pretty --

19 Q. -- purely phone calls?

20 A. We pretty much set up our own work in my position, so --

21 Q. Okay. And how do you go about that? Can you describe that  
22 for us?

23 A. Either through customer contact or -- you know, a customer  
24 calls in and says they want something done, or we have --  
25 depending on what leaks they are, things that need to be worked,



1 leaks that need to be worked, I guess what we would consider non-  
2 emergency.

3 Q. Right, routine stuff?

4 A. Routine, yeah.

5 Q. Okay. So do you have a list of those that come across a  
6 computer or --

7 A. No, sir. I set the work up for all the crews at the shop in  
8 my office.

9 Q. Okay. So when you go to work in the morning, you  
10 automatically go to the office first?

11 A. Um-hum.

12 Q. And then you have a laptop or a desktop?

13 A. I do, a laptop, yeah.

14 Q. You have a laptop.

15 A. Um-hum.

16 Q. Is the laptop with you when you go out on your -- out in your  
17 truck?

18 A. I do not usually take my laptop with me, no.

19 Q. Okay. So you have your laptop and then you have incoming  
20 activities that you need -- that you know need to be addressed.

21 A. Um-hum.

22 Q. Is that --

23 A. Yes.

24 Q. Then you make these assignments --

25 A. Um-hum.

1 Q. -- to the crews. And how many crews do you have working for  
2 you?

3 A. On average, two C&M crews -- two construction and maintenance  
4 crews that are actually UGI crews, probably an average of three  
5 Miller vac crews. I would say day-to-day that's probably --  
6 that's an average day.

7 Q. Uh-huh. So I trust there are other crews that could join in  
8 this if you need, but are these crews specifically assigned to  
9 you?

10 A. Um-hum.

11 Q. They actually work for you?

12 A. Yes.

13 Q. Okay. Okay. So when you -- take us through a daily  
14 assignment where you've gone into your office and you turn your  
15 laptop on and go from there. Tell us how all that works.

16 A. Normally, I mean, between permitting and the one-call tickets  
17 and everything, I will just set the work up as I can, you know,  
18 try to make customer contact, set up with the customer. If we're  
19 going to be renewing their gas service, trying to give them a  
20 head's up on what that's going to look like with the customers,  
21 you know, with the meters coming outside, what their yard's going  
22 to look like, how many holes we could be digging, checking  
23 possibly -- I'm responsible for our valve program as well, which  
24 will be inspecting, maintaining valves.

25 Normal morning, going through to see if any new leaks came in

1 overnight since we have guys on call 24/7, to see if maybe  
2 something might have come in overnight that needs to be taken care  
3 of, trying to find out if -- maybe we call the duty crew, repair  
4 crew that may have been out last evening, you know, if something  
5 that needed to be taken care of the next day, usually they'll  
6 leave a note or something letting us know if there's something  
7 that needs to be taken care of.

8       Pretty much, I mean, that's pretty much it. And then if I  
9 have the jobs set up for that day I'll dispatch the crews to go  
10 take care of them.

11 Q. Okay. So let's talk about the paper trail. Whenever you  
12 have this information coming in and you make these phone calls, is  
13 there a work order system that you use to launch these five  
14 people?

15 A. Um-hum. Yes.

16 Q. And are each one of those activities assigned a number or the  
17 system assigns numbers to them?

18 A. Um-hum. Yes.

19 Q. So that number would be like a work order number 123 or  
20 whatever?

21 A. Um-hum.

22 Q. Okay. And then that work order remains open until the work  
23 gets completed, and do you close it or do they close it on the  
24 truck?

25 A. Normally they'll close it on the truck.

1 Q. Okay. And do you get notification that that work order's  
2 been closed?

3 A. No. I might be -- maybe verbally.

4 Q. Okay. Okay. So I understand on the weekend of the accident,  
5 it being a holiday weekend, but you were on duty, I guess, right?

6 A. Um-hum. I was supervisor on call, yeah.

7 Q. Supervisor on call.

8 A. Um-hum.

9 Q. And when you're a supervisor on call, how many days in a row  
10 area you expected to have that spot, that slot?

11 A. Seven.

12 Q. Seven days --

13 A. Friday to Friday.

14 Q. So Friday to Friday. So your duty had just started the  
15 previous Friday?

16 A. Yes.

17 Q. Okay. And what are your responsibilities when you're the  
18 duty person? Describe that for us.

19 A. Generally -- I mean, this is my, this is my first time on  
20 call by myself. This week was my first time. So, I mean, I  
21 didn't have a ton of weeks under my belt, but generally fielding  
22 calls. Guys will call you. First responders will call if they  
23 have an issue at a property or something, maybe -- anything. Like  
24 it can be a, you know, I have a leak in a fuel line, I have to  
25 shut this place down. They'll give me a head's up to let them

1 know that -- just to try and keep me informed of what's going on.

2 Q. Okay. So when you say this was your first, and you've been  
3 with the company since 2008, supervisor -- since you've only been  
4 a supervisor for a year, is that how you -- well, what I would  
5 call escaping -- we serve duty as well.

6 A. Yeah.

7 Q. And we have to go on duty for 7 days as well, same thing.

8 A. Um-hum.

9 Q. But how you did not get this and this was your first one, can  
10 you explain that to us?

11 A. Well, it was my first one as a supervisor.

12 Q. Oh, but you had been on --

13 A. I'm sorry. I should have clarified, yeah.

14 Q. Okay. So you had been on duty before --

15 A. Oh, yeah. Yeah.

16 Q. -- plenty of times?

17 A. As a foreman, an operator, a laborer, yes.

18 Q. Okay. Okay. So this wasn't a new --

19 A. No, no, no. No.

20 Q. -- rodeo for you?

21 A. Uh-uh.

22 Q. Okay. Okay, great. So your responsibilities as a duty  
23 person, is it first person? When you're that person, you have to  
24 go actually out the scene or do you assign it?

25 A. No, it's normally assigned. Yeah, I mean, I'm --

1 Q. So normally you would assign it?

2 A. Not necessarily that we have to be out on whatever call comes  
3 in, yes.

4 Q. So is it customary for a supervisor, an ops supervisor like  
5 yourself, to actually travel to the scene for --

6 A. Yes. In my experience it depends on the supervisor. I mean,  
7 that's what I've experienced over the years. Some supervisors  
8 come out to almost everything and some come out on hardly  
9 anything.

10 Q. But there's no carved-in-stone policy that says that you have  
11 to or you do not have to?

12 A. No. I don't -- I'm not aware of that. I don't know.

13 Q. You're not aware of the -- that there is a policy?

14 A. I'm not certain.

15 Q. Okay. Okay. That's fine.

16 A. I know -- I'm fairly certain policy would dictate an  
17 explosion or something of that magnitude, yes.

18 Q. Okay. So once you get a call as the duty person, are you the  
19 person who is going to make the assignments and call your crews  
20 out to do the work?

21 A. Yeah, generally -- well, the first responders are called by  
22 dispatch, so they could be getting called all night without me  
23 knowing it, depending on the severity of the issue that they run  
24 into. So yes, if a crew, a repair crew is involved, that would  
25 run through me or any other duty supervisor.

1 Q. So on the -- for this particular accident, did you actually  
2 coordinate with the others that were there, that they were going  
3 to be going to the scene, or was that assigned from another party?

4 A. No, dispatch called the first responder. The first responder  
5 called me to let me know that he was going to need a crew.

6 Q. And then you got the crew then together?

7 A. Um-hum.

8 Q. Okay. That's what I was getting at. So you got the crew  
9 together to actually go to that scene?

10 A. I did, yes.

11 Q. Okay. Okay, great. And then your responsibility for that,  
12 for any kind of call like this, is it imperative that you see it  
13 through or -- all the way, or is it -- you know, on a routine call  
14 like a leak, you said some supervisors go, some don't. But the  
15 ones that go, are they normally going to see the issue all the way  
16 from beginning to end?

17 A. Pretty much depends on the supervisor again. But a lot of  
18 times, in my experience in the field, if they were there, they  
19 would stay till things were under control.

20 Q. Okay. Normalized and all that good stuff?

21 A. Um-hum.

22 Q. Okay. And then once the call is made out, the person that's  
23 in the service truck, they have a screen in their truck, correct?

24 A. They do have a computer.

25 Q. So whenever you solicit their services, you will -- they'll

1 get a call on their screen that will say, hey, guy, you need to go  
2 to such-and-such?

3 A. Well, this was all phone.

4 Q. Oh, everything was phone?

5 A. Um-hum.

6 Q. So the data terminals in the truck were not used for this?

7 A. They may have been turned on, but I did not -- yes. I didn't  
8 send an order or anything to anybody. It was phone calls to come  
9 out and work it.

10 Q. Okay. But as far as the way the system is, you can send an  
11 order to the screen and the screen will pop up and say, hey, this  
12 is Jason; I want you to go do this for me?

13 A. That's feasible. The guys on duty crew don't -- the repair  
14 crew, they don't take their vehicles home. Their vehicles are at  
15 the shop.

16 Q. Okay. So they have to go to the shop first?

17 A. Right.

18 Q. And then --

19 A. Yeah.

20 Q. Okay. So when you're calling them, they're going -- you're  
21 calling them from their -- whatever they're doing. If they're out  
22 picnicking on a hot Fourth of July weekend, then they're going to  
23 go and get dressed, put PPE and all that, go to the shop and take  
24 the trucks.

25 A. Um-hum.



1 Q. Now, when they go in their -- when they get in their trucks,  
2 will they start looking at things on the screen to see what's  
3 what?

4 A. Yeah, normally. I always did, yeah.

5 Q. Okay. And what types of items would they be looking at for a  
6 call like this when they --

7 A. I mean, speaking personally, material involved -- steel, cast  
8 iron, plastic main, whatever the main material might be.

9 Q. Um-hum.

10 A. Any fittings involved; tap fitting, what the tap fitting  
11 might be. Anything, like the service, is the meter inside,  
12 outside? You try to kind of get all that stuff together in your  
13 head so you kind of know what you're walking into to a certain  
14 degree.

15 Q. So do you also do that so that you have parts and pieces on  
16 board your truck --

17 A. Um-hum, sure.

18 Q. -- to make a repair?

19 A. Um-hum.

20 Q. Okay. So the person's going to withdraw material from the  
21 stock to address this issue. Okay.

22 So on the day of the incident, so what -- well, I guess,  
23 let's start from this. Let's go ahead and have you from the  
24 moment you woke up that day, talk us through the entire process of  
25 when you got the calls, the calls you made, who you talked to, you

1 know, what was said.

2 A. Yeah. I mean, I'm --

3 Q. As best as -- I know --

4 A. I'll try.

5 Q. Yeah, as best as you can.

6 A. Okay. I'll try, for sure.

7 Q. Yeah.

8 MR. MYERS: Can we just go outside for a minute?

9 MR. EVANS: Certainly. Off the record.

10 MR. DOWNS: Off the record.

11 (Off the record.)

12 (On the record.)

13 MR. EVANS: On the record.

14 MR. DOWNS: On the record.

15 BY MR. EVANS:

16 Q. Okay. Jason, as we were speaking earlier, can you, from the  
17 moment you woke up that day, tell us about your day and go through  
18 all the calls you made, received, as best you can?

19 A. Yeah, I'll try. I do -- and there are some things that are  
20 jumbled. I do have a concussion, so I'll do my best.

21 Q. Okay.

22 A. I don't remember much about the morning before the call. I  
23 remember getting a call from our first responder, from Rick,  
24 saying that he was going to need a crew out there, and that was  
25 the first call that I received, stating that he had gas in the

1 sewer and the readings were 80 percent gas in the sewer, which  
2 obviously for us automatically triggered a C leak or emergency leak.

3 So I made a ton of phone calls after that. I remember  
4 calling dispatch to make sure that they put a one-call ticket in  
5 so we were legal to dig. And I called Rob Lopez first as the  
6 foreman on call, who picked up immediately. When I was on the  
7 phone with Rick he had said that he -- that he had a mechanical  
8 tee leaking, that he had 80 percent gas in the sewer and 98  
9 percent gas over the tee.

10 So at that point I started calling the crew. I called Rob.  
11 Rob picked up, and I told him that we had a mechanical tee leaking  
12 at Springdale and they were going to be shutting down and cutting  
13 in a piece of main.

14 At that point I called the operator, Norman Chancy, on his  
15 work phone, who did not pick up, and I left a message for him to  
16 call me back immediately, that we were -- had need of the crew's  
17 services. And then I called Norman's home phone, Norman Chancy,  
18 and didn't get an answer there, and I left another message stating  
19 that he needed to call me back and that we needed him to respond  
20 to this leak.

21 MR. EVANS: Off the record, just for a moment.

22 (Off the record.)

23 (On the record.)

24 MR. DOWNS: Back on the record.

25 BY MR. EVANS:

1 Q. You were saying -- you were talking about Norm.

2 A. Okay.

3 Q. And Norm's last name?

4 A. Norman Chancy, who was the operator on call. I think I was  
5 at the point where I called his home phone and left a message  
6 there and asked him to call me back ASAP. So I didn't reach him  
7 there. And at that time I called the laborer on call, Ken Henry,  
8 who picked up, and I told him the same thing that I told Rob, that  
9 we had a leak at Springdale and that we were going to have to cut  
10 out a mechanical tee and replace a piece of main.

11 At that point I -- at that point I didn't have an operator,  
12 so I had got myself dressed and to get out the door because I told  
13 the guys that I would meet them out there because we -- at this  
14 point I wasn't sure if we were going to be short a guy. And I  
15 think I called Norman one more time, Norman Chancy, the operator  
16 on call, on his work cell phone number, on his work cell phone  
17 again, and did not -- he did not pick up. So at that point I had  
18 left a message stating that I needed an operator, that he had not  
19 picked up and that I'm moving on to the callout list. So I was  
20 actively searching for another operator.

21 We're furnished with a list of people that signed up for  
22 overtime and all the phone numbers and everything in case of this  
23 type of situation. So I believe the only person qualified that  
24 signed up that day was Jesse Ressler. I then called Jesse Ressler  
25 on his work cell number and he did not answer. And I was

1 furnished with paperwork with his home -- I believe it's his  
2 personal cell. I'm not sure if it's his home number or if it's  
3 his cell number. I called that and he did pick up and I asked him  
4 if he would be willing to come in and help us. He was not willing  
5 at first, but I did ask several times and told him that we could  
6 really use him, and he said that he would.

7 So knowing the proximity of where Jesse lives in Lititz, I  
8 figured I wouldn't have an operator for quite some time. So at  
9 some point I had called Rob Lopez, the foreman on call, and told  
10 him if necessary I would dig for them until the operator arrived.

11 I think it was at this point I had also put a call in to  
12 Sandra Urmey, who's an engineer for UGI, to kind of give her a  
13 head's up that we were going to be shutting down a main. I wanted  
14 to make sure the valve or squeeze-off, whatever we had to do to  
15 make it safe, that we were going to be okay. So it's not abnormal  
16 to call engineering and make sure that they know what's going on  
17 so they can have a look at it as well.

18 She did not pick up on the first call. I'm trying to think  
19 of what -- I think at that point I had -- this was, I'm not sure  
20 how long later, but I was already en route. So Rick Boudier, the  
21 emergency first responder, did call me at that point, told me that  
22 in the house next door -- that would be 202 Springdale -- he had  
23 11 percent LEL in the basement, and that -- he stated that he was  
24 having trouble getting into 206, that he had knocked on the door,  
25 no answer, and asked me what I wanted him to do. At that point I

1 told Rick that, regardless, we have to get in the house, whether  
2 we have to force entry or whatever we have to do, but we have to  
3 be able to clear the house. And at that point told him that I  
4 would be there shortly. And I think at that point I had told him  
5 that the crew was on the way, that they should be at the shop  
6 shortly and heading out to us.

7 Sandra Urmey called me back after that to let me know if we  
8 wanted to squeeze the main off to stop the flow of gas that that  
9 would be fine. Judging by our records on our computers, I think  
10 she said we would -- if we squeezed, we'd lose three houses, that  
11 it was a one-way feed, which I already knew, but, you know, she  
12 clarified that. So we were okay to squeeze off to shut the main  
13 down.

14 When I arrived at 206 -- I arrived shortly after that. When  
15 I got there everything was kind of verified. The main was behind  
16 the curb in the grass. At that point Rick had still not gotten  
17 into 206, so we needed to have that conversation again, that it  
18 didn't matter what it took, we had to get into the house. We had  
19 to get readings in the house. So while Rick was trying to get  
20 someone to answer the door at 206, I proceeded to grab a shovel  
21 and started digging up the main.

22 And then shortly thereafter, she apparently -- she did answer  
23 the door. She came to the door. I was in the process of digging  
24 up the gas main. I'm guessing -- I'm not guessing, but it was  
25 probably 2, 2½ feet down to the main. And in between there, Rob

1 had showed up with a street truck. This all kind of happened, you  
2 know, pretty quickly. And at that point, Rob, I mean, he parked  
3 the truck and got out and started helping me dig the main up. We  
4 got down to dust and tape, and he grabbed the blow rod to blow the  
5 dust from around the main so we could get a squeeze-off tool on  
6 it. And this was all happening in conjunction at the same time  
7 Rick said the lady answered the door.

8 And he said he had -- yeah, he said he had, I think, 10 or 11  
9 gas in the house and that he was evacuating the house. So at that  
10 point I called dispatch and told them that we needed support, to  
11 call 911. I'm not exactly sure what I said to them. I just --  
12 the gist of it was, you know, that we needed fire on scene. We  
13 were going to need some help.

14 The next thing I remember is the fire company showing up. I  
15 got a phone call in between there. I did miss a phone call  
16 earlier. Ken Fitzpatrick called me. He was -- I don't know that  
17 he was even on call, but he had been in contact with Rick Boudier,  
18 the first responder, and Rick had said to him, you know, call  
19 Jason, maybe we could use a hand out here once we get this taken  
20 care of and check all the tees and all that stuff for anything.  
21 So he called me and I agreed that it would be a good idea to have  
22 another set of eyes and another set of hands out there. So he was  
23 en route while all this was going on. So as the fire company  
24 showed up, he had called and said he was -- this was a second call  
25 from Sean Fitzpatrick -- or Ken Fitzpatrick, sorry. We always

1 call him Sean, but his name's actually Kenneth.

2 So fire company showed up. The main was dug up. Rob was  
3 going for the squeeze-off tool. I ran to the fire chief as he got  
4 out and said that I needed intrinsically safe fans for the house,  
5 to try and vent the house faster, and which I was informed that  
6 they didn't have any.

7 And at that point I told the fire chief that everything that  
8 was going on with the house was not good, like we were at a point  
9 where something really bad could happen. I'm not sure exactly how  
10 I said it. I just wanted to make sure that he understood that we  
11 were -- this was not good.

12 So I ran back down the hill. Denny -- I think it's Hoffert,  
13 from LASA, was out to mark the sewer lines. And he pulled me  
14 aside to show me his marks where the sewer lateral was going into  
15 the house. At that point I remember -- I remember turning, and  
16 this is really -- this is really jumbled, but I remember turning  
17 and I remember Rick saying I have 21 gas in the house. He was on  
18 the front stoop. And within -- I'm going to say within 10, 15  
19 seconds -- all I did was turn from Denny to go squeeze the main  
20 off with Rob, and that's when it went. That's when it exploded.

21 There was -- I'm so sorry -- this is all jumbled. There were  
22 some things in between there, too, like Rick was checking the  
23 yard. You know, he was pogoing, putting holes in the yard,  
24 checking readings. Obviously, I said before, we had very high  
25 readings over the top of the tee. He was barring out, going up



1 closer to the house. The highest reading he had going up to the  
2 house was 10 gas. It was 15 feet away from the house. I watched  
3 him take that reading. That kind of all happened in the middle of  
4 all that.

5 I remembered him telling me that reading, and I remember  
6 going -- as I was turning, going for my phone to try and call  
7 dispatch again, and then it was just getting thrown up against the  
8 truck and looking around and there was nothing there. I didn't  
9 know where -- I didn't know where anybody was. I didn't know  
10 where -- I knew Rob had to be close because we were close to the  
11 hole that we were going to squeeze off in. I didn't know where  
12 Rick was. I didn't -- I was yelling for everybody but I didn't --  
13 I couldn't get up. I couldn't see anything. So --

14 Q. Well, thank you for that. That's -- I'd like to go back  
15 perhaps with the sketch you have, that Exhibit 1A?

16 A. Um-hum.

17 Q. Can you mark on there where your -- here's a pen.

18 A. Thank you.

19 Q. Does someone have a red pen or something?

20 UNIDENTIFIED SPEAKER: Here you go.

21 MR. TRIMBLE: Thank you.

22 BY MR. EVANS:

23 Q. Can you mark on that -- first thing, let's just go ahead and  
24 locate the truck, your vehicle, where you parked.

25 A. Okay. I parked -- I parked over here, which would have been

1 the front of 201.

2 MR. DOWNS: Jason, this might --

3 MR. TRIMBLE: Oh, that might help.

4 MR. DOWNS: -- be a lot easier.

5 MR. TRIMBLE: Thank you very much.

6 MR. EVANS: No, I don't think you'll see that though, Rick.

7 It's too light -- it's too --

8 MR. TRIMBLE: Too dark?

9 MR. EVANS: Too dark, yeah.

10 MR. DOWNS: The red won't show, though.

11 MR. EVANS: Yeah, the red will be okay. We'll figure it out.

12 MR. DOWNS: There you go. See if that works.

13 MR. TRIMBLE: Perfect. Thank you.

14 So my Escape would have been -- I hope a rectangle is okay

15 because I'm not --

16 BY MR. EVANS:

17 Q. Okay.

18 A. So that would have been my vehicle in front of 201.

19 Q. And then when you arrived, what vehicles were there?

20 A. Rick's truck was here. That's all I remember being there

21 when I first arrived. Rick's vehicle was here.

22 Q. And that's a typical service truck?

23 A. Yes.

24 Q. It has a computer inside?

25 A. F-250. Yeah, a computer.

1 Q. Okay. And when you said you saw that the fire department  
2 arrived, where was -- where had they parked?

3 A. They would have been -- I'm not exactly sure, but they would  
4 have been up Springdale. They did not come down into the cul-de-  
5 sac.

6 Q. Okay. Just -- well --

7 A. Is it okay just to put it --

8 Q. Yeah, put where you think they were, is all.

9 A. I'm guessing -- okay.

10 Q. Okay. Let's number your car as number 1.

11 A. Okay.

12 Q. You can circle it, and put it big there so I can see it.

13 A. Okay.

14 Q. And Rick's car is number 2.

15 A. Okay.

16 Q. And the fire truck is number 3.

17 A. Okay.

18 Q. Okay. So when you explained that you -- you were talking  
19 about you -- I mean, it's obvious now you've made all these calls  
20 and you could not find anyone that was going to kind of come out  
21 and assist, so your basic decision was I'm the guy for this.

22 A. Yeah, but --

23 Q. But you normally wouldn't be doing this kind of work?

24 A. No, I wouldn't. There would be no -- there'd be no reason to  
25 rush out there at that point.

1 Q. Right. Right.

2 A. If the guys needed something possibly, you know.

3 Q. Right. Okay, so when you -- you said you grabbed a shovel.

4 A. Um-hum.

5 Q. At that time you had all your PPE on and all this and you're  
6 ready to roll.

7 A. Yes.

8 Q. So you grab a shovel and you did a hand dig of the hole down?  
9 And what were you going for? Were you going for the tee or were  
10 you going for a --

11 A. I was going for the main.

12 Q. For a squeeze?

13 A. Um-hum.

14 Q. So your idea was a squeeze. Okay. Excuse me.

15 With regard to the squeeze, had there been any discussions  
16 about hitting that valve versus a squeeze? Like a --

17 A. There was no, like, side-by-side comparison. I know I think  
18 when I talked to Sandy I had said that I knew that there was a  
19 valve. I'm not sure what the cross street is, but there was a  
20 valve out there. So it was either we're going to have to squeeze  
21 it or shut the valve off.

22 Q. Um-hum. And so while you were digging the -- you know, doing  
23 the excavation there to get at it, where was Rick at the time?

24 A. Rick was, when I first got there -- yeah, so when I started  
25 digging the hole, he was trying to get into 206. So he was

1   pounding on the front door of 206 when I got there.

2   Q.   Okay.  So did you observe Rick out by the meter at any time?

3   A.   No.  No.  When I observed Rick, he was taking readings at the  
4   front of the house.

5   Q.   Okay.  Did -- were there any discussions at all when you  
6   first talked to Rick about Rick taking the -- disconnecting the  
7   meter from the home?

8   A.   No.  We did not have that discussion, no.

9   Q.   Okay.  So you had no awareness at all of what happened to the  
10  meter in this particular incident?

11  A.   No, sir.

12  Q.   That was not in any sort of a discussion?

13  A.   No, sir.

14  Q.   Okay.  So when you really got there, and you got there kind  
15  of late in the game, and it was just you and Rick?

16  A.   Yes.

17  Q.   That was it?

18  A.   That's it.

19  Q.   Okay.  Your -- let's see.  Did Rick mention where the sample  
20  was taken?

21  A.   For which reading?

22  Q.   For the sewer.

23  A.   He did not.

24  Q.   Typically, from training, where would they --

25  A.   Manhole probably.

1 Q. Tip the manhole up?

2 A. Um-hum.

3 Q. All right. Okay. So the readings that you had, you know, in  
4 the homes and all that, did Rick talk about the other home, 202,  
5 at all when you --

6 A. Yes. That was -- he had 11 LEL in the basement of 202.

7 Q. But did he talk about, anything about a person being in that  
8 home?

9 A. I don't recall having that conversation. I know he got in,  
10 so I guess the assumption was that somebody must have been home.

11 Q. Okay. When you said that you did bar holing, would it be  
12 possible for you to, maybe on this, on this -- could you give us a  
13 -- with the red pen -- give us an idea of where the bar holing may  
14 have taken place? That's the cul-de-sac out there and that's the  
15 home. There's the driveway.

16 A. Okay. The only one -- I didn't do any bar holing. All I did  
17 was dig the main. Rick handled all the bar holing, all the  
18 readings.

19 Q. Oh, so you're not really sure where the bar holings were  
20 done?

21 A. No. The only -- like the only reading I knew that he had  
22 told me outside was 10 gas, and it was, it was -- he told me 15  
23 feet from the house. So that would have been somewhere in here, I  
24 guess.

25 Q. Uh-huh.

1 A. Do you want that marked, if I'm not certain?

2 Q. Yeah, go ahead and just put an X and put --

3 A. Okay. Do you want anything else on here?

4 Q. Yeah, put an X where that is.

5 A. Okay.

6 Q. And then just put a leader out -- line out to it and say it's  
7 what -- and that's 10 percent?

8 A. Ten percent gas.

9 Q. Ten percent gas bar hole. Okay. And that's from Rick?

10 A. Yes.

11 Q. Okay. And then in the home he had what as far as the LEL, 20  
12 or what was it?

13 UNIDENTIFIED SPEAKER: Twenty-one.

14 BY MR. EVANS:

15 Q. Twenty-one.

16 A. And that was the last reading that I remember.

17 Q. Reading. That's when he was on the stoop, correct?

18 A. That was -- yes. That was the last reading that I remember  
19 him giving me.

20 Q. So when the explosion occurred, Rick was on the stoop?

21 A. No. I don't know. I had -- somebody else told me actually  
22 where he was. I didn't know where he was when the explosion  
23 occurred. I mean, I've heard where they found him, but I don't --  
24 I have no --

25 Q. Okay.

1 A. I didn't know where he went. I didn't --

2 Q. Okay. No, that's fine.

3 The discussions you had with Rick on the way out, there was  
4 no talk about anything at all with the meter, or how about the --  
5 was there any talk about excess flow valves?

6 A. No, sir. There was no -- we didn't talk about the meter. We  
7 didn't talk about --

8 Q. How about capping tees? Did you talk about those?

9 A. About tapping tees?

10 Q. Yeah, tapping, the --

11 A. The --

12 Q. The tees that may have leaked? Did you talk about that?

13 A. Yes, absolutely. There was talk of that, yes.

14 Q. Did you find it unusual that you'd have this much gas coming  
15 from the ground and making its way to the home compared to other  
16 cases you've been in, other situations?

17 A. No, not with this type of tee.

18 Q. Um-hum. Okay. When you said that you arrived on scene, did  
19 -- do you have a timestamp for that?

20 A. It would -- I don't have a timestamp. I mean, I know --

21 Q. I mean, some sort of a -- just roughly what time you arrived?

22 A. It was after 12. I don't have an exact time.

23 Q. Okay.

24 A. But it was --

25 Q. And as far as when Rick arrived at the scene, did you know



1 what time Rick got there?

2 A. No, I didn't -- no, I didn't have any of that information.

3 Q. Okay. Okay. Were you party to any of the discussions about  
4 evacuating people?

5 A. No. The only discussion we had was when she finally answered  
6 the door and Rick told me that he was evacuating her.

7 Q. Were you there to see her evacuate?

8 A. No. I saw her when she drove out of the driveway.

9 Q. Did you find it odd that she drove versus walk?

10 A. Yes, very odd. I did.

11 Q. Okay. Your training dictates, I know, no doorbells, no --

12 A. No phones, no -- yes.

13 Q. No nothing.

14 A. No light switches, yes.

15 Q. Including automobiles?

16 A. Exactly.

17 Q. So I guess we'll never know why --if Rick ever did that, if  
18 he said you can go ahead and drive out or if she just said I'm --  
19 you know, when he says you need to leave, she decided to leave  
20 that way.

21 A. I don't know.

22 Q. We'll never know why she --

23 A. No. I remember --

24 Q. We'll be talking to her, but anyway.

25 A. Yeah. I mean, I remember parts -- a little bit of the

1 conversation with Rick with her wanting to make phone calls and  
2 stuff before she left. I know -- and that's one of the only  
3 things I remember from my conversation afterwards was she wanted  
4 to make phone calls and he was --

5 Q. Sandy?

6 A. -- wanting her to --

7 Q. You don't have time for phone calls, something like that.

8 A. No, you don't have time for phone calls.

9 Q. Right.

10 A. You got to get out.

11 Q. Okay. So when you arrived on scene and you parked your car  
12 where you parked it there, when you left your car, did you have a  
13 strong odor of gas?

14 A. No, it wasn't particularly strong, no.

15 Q. Did you have a meter on you at that time?

16 A. A (indiscernible)?

17 Q. Yeah.

18 A. I did not.

19 Q. Okay. Did you ever use a meter before you (indiscernible) or  
20 anything like that?

21 A. That day?

22 Q. Yes.

23 A. No, sir.

24 Q. Okay. And are you equipped with a meter? Was there -- or  
25 you don't normally have those because you're an ops guy?

1 A. Yeah, generally we don't. I don't carry them. I know some  
2 of the supervisors do, some --

3 Q. Yeah. But not even a small one, like the pocket size things,  
4 nothing like that? Okay.

5 Do you recall any sort of a wind that day?

6 A. I don't recall that. I feel like I remember it was pretty  
7 stagnant, hot.

8 Q. Hot?

9 A. Yeah. I don't remember there being much of a breeze, no.

10 Q. And it was a bright sunny day?

11 A. It was -- it felt bright. It was hot enough.

12 Q. Yeah.

13 A. Yes.

14 Q. Okay. When you were making your calls along the way, you  
15 know, to try and get things sorted out, and I guess you mentioned  
16 that -- excuse me -- is his name Rob?

17 A. Rob Lopez?

18 Q. Pardon me?

19 A. Mr. Lopez, Rob Lopez?

20 Q. Yeah. Yeah, Rob Lopez.

21 A. Yes.

22 Q. So Rob Lopez eventually got to the scene.

23 A. He did, yes.

24 Q. Okay. So when in all of your -- from the time you got there  
25 until the time of the explosion, when did Rob arrive?

1 A. I would --

2 Q. How many minutes had he been there when you -- would you say?

3 A. How long I'd been there before he got there? Is that what --

4 Q. Yeah, that's fine.

5 A. It wasn't long. I mean, several -- maybe 5 minutes,  
6 something like that.

7 Q. Okay. So you got there and 5 minutes later Rob shows up?

8 A. Yeah.

9 Q. Kind of like that?

10 A. Yeah.

11 Q. Okay. And did you direct Rob at that point, what he was  
12 going to be doing?

13 A. I kind of told him what was going on. I already had the hole  
14 half dug, so he jumped right in and grabbed the shovel and we  
15 proceeded to dig the main up.

16 Q. Okay. So approximately how long did it take you to get from  
17 the grade level down to the main?

18 A. I can't think it would have taken him much longer than 5  
19 minutes, honestly. It was half dug before Rob got there, so we  
20 got it down pretty quick.

21 Q. Okay. And did you have all your tools handy? You had your  
22 squeeze-off tools and all that, they were -- you had already had  
23 them out of the truck and getting ready?

24 A. They were -- he was going for the squeeze-off tool when the  
25 explosion occurred.

1 Q. Okay.

2 A. So the squeeze-off tool was not --

3 Q. Was not at the scene?

4 A. -- not next to the hole. It was in the back of the truck.

5 Q. Okay. And so, but just to reiterate, no knowledge of  
6 anything about the meter?

7 A. Uh-uh.

8 Q. Okay. And since you've been doing this a long time and  
9 you've been with the company a long time and you served in an  
10 apprenticeship program, in your career have you ever seen someone  
11 detach a meter from a home with a gas leak?

12 A. I don't recall. I really don't. I mean, for an inside,  
13 like, fuel line leak, sure. Maybe not -- maybe disconnecting or  
14 shutting off, but I don't -- I can't tell you that I recall  
15 anybody pulling a meter set.

16 Q. So as far as the meter set, what -- your normal routine would  
17 have been to just hit the angle valve and swing it 90 degrees and  
18 call it a day and walk away? Is that --

19 A. You mean on the meter set itself?

20 Q. On the meter set. If you want to cut the --

21 A. Oh, if it was a fuel line leak?

22 Q. Well, if you're going to -- what are the motivations, I  
23 guess, in your training to address -- to do anything at all with a  
24 meter set?

25 A. I mean, most times when the street guys are involved with

1 meter sets we're either building them for a renew that we did,  
2 again, renew a service.

3 Q. Right.

4 A. We don't do many disconnects. You know, we're not -- the  
5 utility guys are usually out doing -- you know, if something's  
6 pulled for theft or, you know, change of customer or something --

7 Q. Right.

8 A. -- we don't handle much of those.

9 Q. Okay. Are you aware of the efficiency of an excess flow  
10 valve if someone were to pull a meter off of a house? What is  
11 your understanding that would happen?

12 A. Well, we have done that, you know, pulled the meter set and  
13 opened the lockwing valve to get the excess flow valve to trip,  
14 for sure.

15 Q. You have done that?

16 A. Um-hum.

17 Q. Is that trained?

18 A. I don't know that we've had specific classroom training on  
19 it. I'm sure we had trained on the flow valves and, you know,  
20 what they're for and all that, but I don't know that I've ever  
21 received formal training.

22 Q. Is it common knowledge among your -- the people you  
23 supervise, that if they were to want to stop the flow of a gas,  
24 that you would permit them to disconnect a meter to drop the -- to  
25 drop the flow?

1 A. Yes.

2 Q. That's common knowledge under --

3 A. I would think it would be common knowledge. Yeah, it's  
4 something that we've done.

5 MR. EVANS: Okay. Well, that's all I have for now. Ed?

6 BY MR. KENDALL:

7 Q. Edward Kendall, NTSB. I just have a couple of questions. So  
8 you were the duty supervisor from the Friday to the Friday?

9 A. Yes, sir.

10 Q. And for what location was that?

11 A. For Lancaster and Harrisburg, for the town.

12 Q. Okay. And when you were on scene, did you see Rick opening  
13 the windows of 206?

14 A. I did not.

15 Q. He did not?

16 A. I did not see him.

17 Q. Oh, you did not see him?

18 A. No.

19 Q. Okay. Is that something that would normally be done when  
20 evacuating?

21 A. Um-hum.

22 Q. Okay.

23 A. Yes.

24 Q. And do you remember what time the fire department arrived on  
25 scene?

1 A. I don't.

2 Q. And did you speak to any fire department officials while you  
3 were at on scene?

4 A. I spoke to -- I'm assuming it was the chief. He was the one  
5 driving. Maybe it wasn't the chief, but I did speak to someone  
6 from the fire department, yes.

7 Q. Okay. And was that conversation related to the fans?

8 A. Yes.

9 Q. Okay. Were there any additional conversations with the fire  
10 chief?

11 A. No.

12 Q. Did you have any conversations with any of the other  
13 homeowners there?

14 A. I did not.

15 MR. KENDALL: I think those are all the questions I have for  
16 now.

17 BY MR. DOWNS:

18 Q. Well, thank you. Downs, NTSB. Jason, I'm going to go back  
19 to the very beginning, so forgive me if I get a little redundant  
20 on some of these questions here, and if I misspeak just correct me  
21 as we go along.

22 You had indicated all your dispatch communication is by cell  
23 phone. You don't have any radio or anything like that, and that  
24 truck that I believe you said was driven by the fellow -- not Rick  
25 but Mr. Lopez, he has a utility truck that has the computer in it?



1 A. It does. Yes.

2 Q. And you're able to use that computer to communicate with your  
3 dispatch and such.

4 A. Yeah. I mean, generally speaking as a duty supervisor it's  
5 done by phone, dispatch.

6 Q. Company cell phone is your routine?

7 A. Yes.

8 Q. And whenever you need to enter data or access data, it's on  
9 the computer in the truck, right?

10 A. Um-hum.

11 Q. And would that truck always be at the scene when you go to a  
12 particular event such as this or a similar event where you've got  
13 a gas leak?

14 A. That truck or a similar truck, yes.

15 Q. Similar truck, okay.

16 A. Um-hum.

17 Q. Rick's vehicle, does that have a computer in it also?

18 A. Yes.

19 Q. And your truck does not have a computer in it.

20 A. It does not have one.

21 Q. Okay. Is that normal for a supervisor?

22 A. I believe so. There's not many (indiscernible) for the  
23 computers in vehicles, yes.

24 Q. Okay. So in order to be able to access a map with valves or  
25 whatever you have to do, you have to either go to the computer

1 screen in somebody's truck or ring up the engineer, I think you  
2 had indicated, to find out instructions from that person as to  
3 where a valve is located or whatever.

4 A. Yes. I mean, I did -- I had my laptop with me as well. I  
5 should have stated that probably earlier.

6 Q. Oh, okay. That's --

7 A. Yeah. I did --

8 Q. -- the next question that I was getting to.

9 A. Yeah, I did have my laptop.

10 Q. On this particular day you had your laptop.

11 A. I did.

12 Q. And that normally you would have your laptop with you and  
13 it's got Wi-Fi so you can connect with the company --

14 A. Um-hum.

15 Q. -- as well?

16 A. Um-hum.

17 Q. So in effect you have a computer at your disposal in your own  
18 vehicle?

19 A. Yes. Yes.

20 Q. Okay, good. That wasn't quite clear before.

21 A. Okay. Sorry about that.

22 Q. Okay. Yeah, previously you indicated you had not taken the  
23 computer in the field that day, so I'll correct that.

24 A. Okay.

25 Q. Okay. You're the supervisor on call. You have a first

1 responder -- that was Rick -- the first person that would be  
2 dispatched to the site, right?

3 A. Yes. Yes.

4 Q. And you would follow up typically, depending on the magnitude  
5 of the event, whether you'd go there or not, to -- and in this  
6 particular case it was described to you enough that you felt it  
7 was necessary to be there. You wanted to be there, correct?

8 A. Well, I did, and also with the lack of -- I did have one  
9 gentleman that didn't answer his phone, so that --

10 Q. Right. You mentioned that.

11 A. -- that did (indiscernible).

12 Q. Right. So you were able to find somebody else and persuade  
13 them --

14 A. Yes. Eventually yes.

15 Q. -- eventually persuade them to come on by, and that was  
16 Mr. Lopez.

17 A. That was Mr. Ressler.

18 Q. Ressler?

19 A. Yes, Jesse Ressler.

20 Q. Jesse. But he did not arrive before the explosion?

21 A. He did not.

22 Q. He arrived after the explosion?

23 A. Yes.

24 Q. Was he the fellow that ultimately turned off the gas, closed  
25 the gas valve?

1 A. I don't know.

2 Q. You don't know.

3 A. I'm not sure who shut that valve off.

4 Q. Okay. Let's see. When you arrived, was the sewer fellow  
5 already at the site?

6 A. No, sir.

7 Q. He arrived at some point after you arrived. Do you remember  
8 roughly --

9 A. I'm sorry, I don't.

10 Q. You weren't really paying attention?

11 A. I was not.

12 Q. And normally they would get dispatched to a call of this sort  
13 to check the sewers for gas. Would that be the normal?

14 A. No. I mean, his response was in response to the one-call  
15 ticket that dispatch put through to come out and mark their  
16 facilities.

17 Q. I see. So just to mark the --

18 A. Yes, just --

19 Q. -- facilities, not necessarily to check gas content in the  
20 sewer?

21 A. That's correct.

22 Q. But this person was checking gas content in the sewer as a  
23 result of your discussion with them?

24 A. No, he was not.

25 Q. Or how did that evolve?

1 A. He was marking his lines.

2 Q. Just marking the lines. So he had not checked anything in  
3 the sewers as far as you know?

4 A. No. No. My discussion with him was when he was showing me  
5 where his sewer main was and where the lateral that went into 206  
6 was.

7 Q. Okay. Does he mark it with a can of spray paint --

8 A. Green paint, yes.

9 Q. -- on the pavement or on the grass?

10 A. Yes.

11 Q. Okay. And he was in the process of marking?

12 A. At that point he had been done. When he called me over, he  
13 had marked what needed to be marked and he just wanted to make  
14 sure that I knew where.

15 Q. He pointed out, in other words?

16 A. After -- yes.

17 Q. Great. Okay. Thank you.

18 A. Um-hum.

19 Q. Let's see. There was a mention here of emergency leak, a C  
20 leak, I think you mentioned it's called?

21 A. We do call them C leaks, yes.

22 Q. They're graded A, B, C? Is that --

23 A. Yes.

24 Q. -- the type of thing? An A would be worst case, that --

25 A. C would be worst case.

1 Q. C is the worst case?

2 A. Um-hum.

3 Q. Okay. And that's according to the company's criteria of  
4 establishing a level of leak, right?

5 A. Yes, sir.

6 Q. Is that documented somewhere in your SOPs or whatever? Or is  
7 that just experience?

8 A. No, that's documented.

9 Q. Documented. Okay, great. The one-call to dig, is that a  
10 routine that's enacted when you're in the field working to have to  
11 dig up a tee-fitting or something?

12 A. Um-hum.

13 Q. In an emergency situation where you know you have high  
14 readings, wouldn't it take time to get the one-call person out  
15 there?

16 A. Yes.

17 Q. Is there a process in your procedures that would allow you to  
18 hand dig in an emergency to try to locate a line while you wait  
19 for the one-call?

20 A. Well, if I'm -- yeah, if I'm correct, we're still permitted  
21 to dig by hand. I think it's mechanized, any mechanized equipment  
22 that would permeate the surface of --

23 Q. So it's the one-call just for the mechanized, for a backhoe  
24 or whatever, to come out.

25 A. Yes, sir.

1 Q. And because you weren't going to be utilizing that  
2 necessarily here, the expediency prescribed you could do the hand  
3 dig?

4 A. Yes. I was hoping to use the backhoe at that point.

5 Q. Sorry. You were?

6 A. I was hoping to use it.

7 Q. You were hoping.

8 A. Yes.

9 Q. Okay. So the one-call would've had to have been called out  
10 on an emergency basis. They would come and mark the line.

11 A. Um-hum.

12 Q. Would you then summons the backhoe? Did you summons the  
13 backhoe?

14 A. Yes. That should have come out with the duty crew, the  
15 repair crew.

16 Q. Oh, that should have come out just part of that process --

17 A. Yes.

18 Q. -- of dispatching the backup?

19 A. The process is the truck that Rob Lopez brought out, the  
20 foreman, a backhoe --

21 Q. Right behind?

22 A. Um-hum.

23 Q. Normally that would be the procedure. The reason I ask is  
24 that we have several witnesses of people up and down the street  
25 commented there was a backhoe shortly after the explosion --

1 A. Yeah.

2 Q. -- which kind of surprised people.

3 A. Right.

4 Q. And now it makes sense that the backhoe was actually part of  
5 that routine call.

6 A. Um-hum.

7 Q. Okay, great. Mr. Boudier mentioned there was 11 percent LEL  
8 in the basement of the 202. He had trouble getting into the 206  
9 property. It sounds like he had tried the door, pounding on the  
10 door, whatever, several -- for several minutes. Could not get in,  
11 but eventually got in after you arrived or before you arrived?

12 A. It was more as or after.

13 Q. Just about the same time?

14 A. Yes.

15 Q. And he went in and had discussion with the -- your  
16 understanding, he had discussion with the occupant. He had a  
17 meter reading in the house, and I'm looking for my notes here, he  
18 had 21 percent on the stoop.

19 A. It was not -- yeah, that reading wasn't on the stoop. That's  
20 just the -- that's the last reading that I remember Rick giving me  
21 before the explosion.

22 Q. Right, and it was 10 or 11 inside the house?

23 A. That's what triggered the evacuation.

24 Q. That's what triggered the evacuation. Okay. And that --  
25 Mr. Boudier -- or you called the dispatch and requested fire



1 department, right?

2 A. I did. Yes.

3 Q. And that's normal procedure that the fire department wouldn't  
4 get contacted until somebody at the scene made a determination  
5 through meter readings that it was necessary to have the fire  
6 department? Is that a documented process in your SOPs, to your  
7 best recollection?

8 A. I'm sorry. I don't know.

9 Q. Okay.

10 A. I just know with an evacuation --

11 Q. You would know that as part of your training then?

12 A. Yeah.

13 Q. And that's what you engaged here?

14 A. Um-hum.

15 Q. Great. Okay. Mr. Boudier had probed the yard in several  
16 places you had indicated.

17 A. Yes, sir.

18 Q. And is it the normal process he would randomly probe the yard  
19 or would he follow the line or at least the best guess of where  
20 the line was in the -- from where the yard where you were digging  
21 down to where the meter was?

22 A. Yes. I mean, he would have, yeah, typically followed --

23 Q. So it would be a visual estimate to probe along that path?

24 A. Yes.

25 Q. Would that be a fair characterization?

1 A. I believe so, yes.

2 Q. Okay. And the purpose of probing -- I'm not a gas guy so  
3 forgive me. The purpose of probing the yard there would be what?

4 A. Just for -- my brain -- I'm sorry.

5 Q. Yes.

6 A. I'm looking for the perfect word for --

7 UNIDENTIFIED SPEAKER: Gas concentration.

8 MR. TRIMBLE: Yeah, I mean, for -- yeah, where it's going.

9 That's a terrible way to say it, but my -- I'm jumbled a little  
10 bit here.

11 BY MR. DOWNS:

12 Q. Would one probe the yard with a pole and they have the meter  
13 there?

14 A. Yes.

15 Q. is that how it works?

16 A. Yes.

17 Q. Okay. That's what I was looking for.

18 A. Okay.

19 Q. Okay. You had indicated you were at the hole at the time of  
20 the explosion or right near the hole?

21 A. I was near the hole, yes.

22 Q. Okay. And had you actually reached the service line or the  
23 main when you were digging?

24 A. Yes.

25 Q. So you could see it. Was it fully uncovered?

1 A. Yes, around the -- I didn't see it with my eyes. Rob blew --  
2 got a blow a rod out, off of the truck, Rob Lopez.

3 Q. Okay.

4 A. And blew the dust from around the main.

5 Q. So he blew the dust around the main. Did you ever see it  
6 yourself?

7 A. I did not.

8 Q. You did not.

9 A. No.

10 Q. Okay. But he was confident or at least you had an  
11 understanding he was confident that it was accessible enough so  
12 that the next step would be to get the squeeze-off tool?

13 A. Yes, sir.

14 Q. And that would be your standard process, right? And top of  
15 your head, best guess, how long did it take to dig the hole?

16 A. My best guess would be 5 to 7 minutes.

17 Q. Five to 7? The soil was fairly easy to dig?

18 A. Yes.

19 Q. And that kind of helped the process, I'm guessing?

20 A. Absolutely.

21 Q. Great. You were standing near Rob's truck when the explosion  
22 occurred.

23 A. Um-hum.

24 Q. And you said you were thrown against the truck.

25 A. I was.

1 Q. Okay. Where was Rob roughly?

2 A. I didn't know.

3 Q. You don't know? Okay.

4 A. I didn't see him. They got him first.

5 Q. Okay. And you don't know where Mr. Boudier was --

6 A. No.

7 Q. -- either at that particular time?

8 A. I do not.

9 Q. You were just focused -- you were focused on what you were  
10 doing.

11 A. Yes, sir.

12 Q. And when the explosion occurred, you were doing exactly what?  
13 Were you walking around the truck or you just happened to have  
14 your back to the hole or --

15 A. Yeah. I was talking to Denny Hoffert from LASA. He had  
16 showed me the lines, and I had turned to walk away from him and  
17 that's when the explosion occurred.

18 Q. Okay. Was Denny in front of the utility truck?

19 A. I think Denny was behind, I think.

20 Q. Behind.

21 A. Yeah.

22 Q. Okay. And you had just finished that discussion --

23 A. Yes.

24 Q. -- and you were kind of walking back around the left side of  
25 the truck, meaning between the truck and the curb?

1 A. Yes.

2 Q. That -- okay. And all of a sudden it went?

3 A. Yes.

4 Q. Okay. All right. Let's see. Closing of valves versus  
5 digging up the service line to do a pinch, a squeeze-off, it's  
6 called, I guess. Okay.

7 A. Um-hum.

8 Q. Walk me through a little bit some of the decision process  
9 here in terms of tradeoffs, pros and cons, given your experience,  
10 given the SOPs of the company. This particular event you knew you  
11 had high gas readings, right?

12 A. Yes, sir.

13 Q. You had crew members on the scene. They were doing whatever  
14 they were doing, okay. So given your experience, digging a hole,  
15 5 to 7 minutes, versus trotting down the street -- and correct me  
16 if I'm wrong, there was a valve down the street, correct?

17 A. I believe so.

18 Q. Were you aware of the valve or --

19 A. I looked at it on my records before I arrived to the scene,  
20 yes.

21 Q. Before -- and that's on your computer?

22 A. Um-hum. Yes, sir.

23 Q. Okay. So you knew, pretty good idea of where that valve was,  
24 right, down the street?

25 A. Um-hum.

1 Q. So it would be decision factors involved in terms of closing  
2 that valve first versus going right to the scene and pinching off  
3 the line, squeezing off the line, right?

4 A. Um-hum.

5 Q. And again, squeezing off the line involves a digging  
6 process --

7 A. Yes.

8 Q. -- and so on. So if you could walk me through some of the  
9 pros and cons do you consider in your decision process?

10 A. My -- that day, my decision was based on -- I mean, I'll try  
11 to explain to everybody. When you shut a gas valve it's not a  
12 light switch. It doesn't shut off immediately, so you still have  
13 some blow down from the main. So you can shut a valve, and  
14 depending on length and size of the main, it -- I don't have that  
15 data to know how long it would take.

16 Q. It's going to take a while, in other words --

17 A. Yes.

18 Q. -- before that gas bleeds off.

19 A. It's going to continue to blow.

20 Q. It sounds like there's a little motivation to go right to the  
21 squeeze-off. Would that be a fair --

22 A. That was --

23 Q. -- characterization?

24 A. Yes, that was -- yes sir.

25 Q. Okay. Okay. Let's see. Roger mentioned the excess flow

1 valves, and that basically is a technique where one can disconnect  
2 the meter and the excess flow valve would then kick in and close  
3 the line, right?

4 A. Yes.

5 Q. And that did not come up in the discussion --

6 A. No.

7 Q. -- with Mr. Boudier?

8 A. No, and part of that, part of that decision -- I'm not saying  
9 I made the decision not to do that. That -- those -- the type of  
10 tee that we're dealing with, you can open the valve and trip the  
11 flow lever, but it's not going to stop the leak because this leak  
12 is on the fitting that's on top of the main. So the excess flow  
13 valve is after the tee. So, I mean, you can shut the gas off to  
14 the house, but it doesn't necessarily stop the leak.

15 Q. So would that have factored in the process in terms of  
16 tripping the excess flow valve and disconnecting the meter?

17 A. Yes. I mean, being on several of these and digging up a ton  
18 of these, I mean, that's notoriously what they do. They leak at  
19 the main, on top of the main, not after the tee.

20 Q. Okay. Let's see. Your discussion with the fire chief, I did  
21 a little bit of debriefing of the fire chief.

22 A. Okay.

23 Q. He mentioned that someone from the gas company, he didn't  
24 know who it was, other than he had motioned to the crew down by  
25 the truck to come up. Would that be in agreement with what your

1 experience was at the scene there?

2 A. No. I mean, I --

3 Q. Why don't you walk us through in terms of the fire department  
4 pulls up in the fire truck?

5 A. Well, I saw them pull up and at that point I engaged. I  
6 mean, I --

7 Q. You walked to the fire truck?

8 A. I didn't walk, but yes, I did go to the fire truck, yes.

9 Q. You went to the fire truck.

10 A. Yes.

11 Q. And you spoke with, you think it was the chief --

12 A. Whoever was driving. I don't know --

13 Q. Whoever was driving?

14 A. Yeah, I don't know if it was a ladder truck or whatever,  
15 whatever truck was there.

16 Q. It's not important, but --

17 A. Yeah.

18 Q. Okay. And the driver got out and you had a discussion?

19 A. Yes.

20 Q. So maybe walk me through a little bit on that discussion --

21 A. That discussion --

22 Q. -- as best you can recall.

23 A. Yeah. The best I can recall, that discussion was about  
24 getting intrinsically safe fans into the house to get the gas out  
25 of the house without causing any issues.



1 Q. And he said?

2 A. No, we don't have them. We don't have them.

3 Q. Did not have them?

4 A. Something to that, something to that effect.

5 Q. Something to that effect?

6 A. Yes. I knew after the discussion that they didn't have what  
7 we needed.

8 Q. Okay. And that would be a normal process for you, to get  
9 fans as quickly as you could to vent the house?

10 A. I would have -- yeah. That would have been nice. Yeah.

11 Q. Okay. The LEL readings in and near that house, would that  
12 have a factor in terms of venting the house rather than clearing  
13 everybody out first?

14 A. Yes. If I'm understanding your question correctly, yes.

15 Q. Yes. Okay.

16 A. Yes.

17 Q. So in other words, if you had a dangerous LEL you would not  
18 use the fans? Is that what you're saying?

19 A. If we had a dangerous LEL, we would not enter the property.

20 Q. And fundamentally you'd want to evacuate everybody as fast as  
21 you can?

22 A. Right.

23 Q. Is that correct?

24 A. Yes.

25 Q. Okay. And am I reading this wrong with the LEL readings in

1 the house, were they at the dangerous level?

2 A. Yes.

3 Q. So would it have been correct to vent the house or not vent  
4 the house?

5 A. It would have been correct not to go into the house.

6 Q. At all?

7 A. So you wouldn't necessarily, just by rights you wouldn't be  
8 venting because --

9 Q. But you were asking about the fans?

10 A. Yeah, it was too late at that point.

11 Q. It was too late.

12 A. Well, I wouldn't -- I don't -- when I say too late, from what  
13 I understood, the windows and everything were still -- were  
14 already up in the house.

15 Q. Okay.

16 A. So --

17 Q. So Mr. Boudier had gone in with the homeowner prior to that  
18 point and had opened the windows and doors; is that correct?

19 A. From what I've read. I didn't witness that. I didn't  
20 witness Rick going into the house.

21 Q. Okay.

22 A. But from what I understood, yes, he did, and they opened  
23 windows together or she said they were -- I read, I mean, I don't  
24 live under a rock, so I did read that, you know, she said they  
25 were laughing and carrying on and opening windows --

1 Q. Right.

2 A. -- and all that stuff.

3 Q. And all this occurred before you got there?

4 A. No, I was there but I was outside. I was --

5 Q. Busy doing other things?

6 A. Yes, sir.

7 Q. I see. Okay. So the LEL reading would have been too high at  
8 that point in terms of after you were asking about the fans?

9 A. Can you reword that for me?

10 Q. In other words, you were asking about the fans because you  
11 believed at that time they might have been useful?

12 A. Yes, I did.

13 Q. Okay. And was that because the LEL was above the limit, the  
14 explosive limit?

15 A. Well, yeah. I didn't really have a reading, like, second by  
16 second, but the reading that he gave me, and then when she left,  
17 knowing that they had -- or not knowing, but I have read that the  
18 windows and stuff were up, so I just asked for them because I  
19 figured if they had them we could probably use them.

20 Q. Probably use them.

21 A. Yes, sir.

22 Q. But that wasn't definite use?

23 A. No.

24 Q. Okay. That's what I wasn't clear on.

25 A. Oh, okay.

1 Q. Yeah. That's what I wasn't quite clear on. Okay.

2 MR. DOWNS: All right. Let's see. Okay. That's pretty much  
3 my questions at the moment. I'll defer to the next in line.

4 BY MS. COOPER SMITH:

5 Q. Okay. Terri Cooper Smith, Pennsylvania Public Utility  
6 Commission. Were you en route to the site when you were talking  
7 to Sandy or had you gotten there yet?

8 A. I was not. I don't believe I was there.

9 Q. You weren't there?

10 A. I don't think I was there when I talked to Sandy.

11 Q. Okay. So you called Sandy first and you got her voicemail?

12 A. Um-hum.

13 Q. And then she called you back?

14 A. She did call me back, yes.

15 Q. Okay, because I have a log here where it looks like you  
16 talked to her about 5 minutes.

17 A. Okay.

18 Q. And I guess during that time period you were discussing what?

19 A. Um-hum.

20 Q. You were discussing what exactly?

21 A. Valves. Valves, squeeze off, what are we --

22 Q. Okay.

23 A. -- what are we looking at. Yep.

24 Q. Okay. Going back to what Rick was speaking about a second  
25 ago, at some point Rick told you he had 10 or 11 percent gas. Was

1 that in the house or at the foundation wall? Are you --

2 A. It had to be -- I'm spit-balling here, but I almost think it  
3 would've had to be in the house because that's when he told me he  
4 was evacuating the lady from the house.

5 Q. Did you and Rick have any other conversation about any of the  
6 other properties? I know that at some point he had said that  
7 there was 11 percent LEL in the basement of 202.

8 A. 202, yes.

9 Q. Did you guys talk at all about evacuating 202?

10 A. No.

11 Q. Okay. Did he talk about the other houses? Did he check any  
12 of the other houses on the cul-de-sac?

13 A. When I had talked to him on the phone, I believe the second  
14 time I talked to him, he said that 206 and 201 he hadn't been in,  
15 but 206 was where he was trying.

16 Q. Okay. Do you know -- are you aware at all that Rick went  
17 back to 201?

18 A. I'm not aware of that.

19 Q. Okay.

20 A. I'm sorry.

21 Q. Okay. Let's see. Did the fire -- do you remember any other  
22 parts of your conversation with the fire chief regarding  
23 evacuations?

24 A. No, ma'am.

25 Q. So just -- you just remember talking to him about the

1 intrinsically safe fans?

2 A. Yeah, that's what I -- yeah, that's what I remember.

3 Q. Okay. And you don't recall where Denny Hoffert was after --  
4 so the two of you had just had a quick conversation about the  
5 markings of where the sewer lines were?

6 A. Yes.

7 Q. Then you tried to turn from him and that conversation and  
8 then the explosion happened. So would you say that Denny was  
9 probably within 10 feet of you when you turned?

10 A. Possibly.

11 Q. Okay.

12 A. But I think -- I don't want to say that I think.

13 Q. Don't (indiscernible).

14 A. I don't know, but I assume that Denny was behind the truck at  
15 the point of the explosion.

16 Q. So it was a very short period of time from the end of your  
17 conversation --

18 A. Yes.

19 Q. -- to when the explosion happened? Okay.

20 When you were digging in the hole, you didn't physically see  
21 the main being uncovered but Rob did?

22 A. Yes.

23 Q. Okay. And the tee was how close to that point?

24 A. Fifteen feet, 10 or 15 feet probably.

25 Q. Ten or 15 feet?

1 A. Um-hum.

2 Q. And you never physically saw the tee because you didn't dig  
3 that up?

4 A. I did not.

5 Q. Okay. But you knew that you had -- but Rob had said that he  
6 had a 98 percent gas --

7 A. Over the tee.

8 Q. -- over the tee?

9 A. Yes.

10 Q. So he had located the tee?

11 A. Yeah, I mean, it was located. Yeah, Rick had said that, but  
12 just for record sake, Rick Boudier had said that.

13 Q. Oh, I'm sorry, Rick.

14 A. That's okay.

15 Q. I didn't mean to say Rob.

16 A. I just wanted to make sure it was --

17 Q. So Rick had said it, okay. Okay.

18 MS. COOPER SMITH: That was all the questions I have at the  
19 moment.

20 BY MR. MAURER:

21 Q. Gary Maurer, UGI. Just going over the timeline, at the point  
22 when Rick was at the front of the house, it seems like, just  
23 looking at everything up to that point, for 206, where we had  
24 trouble getting in --

25 A. Um-hum.

1 Q. -- he finally gets in. The lady opens the door and he gets a  
2 reading that he reported to you of 11 -- I'm sorry -- 10 or 11 gas  
3 in the house.

4 A. That's what I remember.

5 Q. Is that the point where you realized -- I think that where  
6 this thing escalated --

7 A. Yes.

8 Q. -- to a real serious situation?

9 A. Yes.

10 Q. And at that point you called dispatch, told them we needed  
11 support. Did you -- I'm just curious. Did you report to dispatch  
12 the readings you had in the house or --

13 A. I don't remember that, if I told them readings or not.

14 Q. Okay.

15 A. I know I told them that we were evacuating. I'm not -- I  
16 think I may have told them we were evacuating one person because  
17 she -- I understood that she was the only one home, but I don't  
18 remember that part of it. Sorry.

19 Q. Okay. I was just curious. And just for the record, UGI has  
20 procedures that when you have those type of readings in homes  
21 there are certain actions that have to be taken?

22 A. Yes, sir.

23 MR. MAURER: Okay. No other questions.

24 MR. EVANS: Mr. Krieger?

25 BY MR. KRIEGER:



1 Q. Robert Krieger, UGI. Jason, just a quick question on, you  
2 said you were the duty supervisor in this case. What kind of the  
3 role is a duty supervisor? Does it differ significantly from your  
4 day-to-day activities as a construction and maintenance supervisor  
5 or is it fairly consistent?

6 A. I never thought about that. I guess it could be considered  
7 fairly consistent. I mean, we deal with leaks all day.

8 Q. Right.

9 A. Yeah.

10 Q. Okay.

11 A. Okay.

12 Q. Yeah, I just wanted to clarify that. And also you had said,  
13 and I think Terri may have asked the same question, but you called  
14 Sandra Urmey to give her a head's up that you would be shutting  
15 down the main and that it was either a valve or a squeeze-off.  
16 Did you say you made that call before you were en route? So you  
17 spoke to her before you left for the scene or was that at the  
18 scene?

19 A. No, that was before the scene. I was not at the scene when I  
20 talked with Sandra.

21 Q. That was before. Okay. When you were at the scene did you  
22 make -- other the calls to dispatch, had you made any other calls  
23 that you can recall?

24 A. Not that I recall.

25 Q. So you were just more or less into the activities on scene,

1 digging the hole and then -- okay. You had said that at one point  
2 you turned to call dispatch again and it was at that time that the  
3 explosion occurred. You were thrown up against the truck.

4 A. Um-hum.

5 Q. At that point in time what was the reason that you were going  
6 to be making a call to dispatch?

7 A. Well, I'm not -- I was kind of stuck between the activities  
8 that we were doing, being so close to having the main shut down  
9 and trying to kind of weigh my options here, if I could get the  
10 grid shut down.

11 Q. Okay.

12 A. If I could get -- what do I do? I either get the main  
13 squeeze off or I try and get the grid shut down. You know, just  
14 kind of --

15 Q. So you were looking at that point in time to get -- you know,  
16 you were calling dispatch to get the grid shut down or --

17 A. Well, that's what -- that was what I was thinking, but I was  
18 just so concerned with --

19 Q. Okay.

20 A. I kind of felt like I could do one of two -- one or the  
21 other. Like, I don't have an operator. I have a hole open in the  
22 yard. My foreman tells me that the main's exposed and he's ready  
23 to squeeze it off.

24 Q. And that was --

25 A. Do I squeeze it off or take whatever -- so yeah, I really

1 felt like I didn't --

2 Q. And you were just -- and it was at that point as well that  
3 you said that you -- I mean, everything just happened.

4 A. Yeah, it was --

5 Q. Okay. All right. Understood.

6 The fans, too, you said that you had -- you had gone to the  
7 fire department to -- and requested fans. Had you ever, had you  
8 ever used a fan in the past to --

9 A. No, sir.

10 Q. You hadn't? Okay. So that was kind of an out of the  
11 ordinary request then?

12 MR. KRIEGER: All right. That's all the questions I have.  
13 Thanks, Jason, appreciate it.

14 MR. TRIMBLE: Absolutely.

15 MR. DOWNS: Roger?

16 BY MR. EVANS:

17 Q. Yeah, Roger Evans here. I'm going to give you this Exhibit  
18 2A, we call it. This is a timeline and I want to -- I want to  
19 establish as best we can your arrival at the scene based on the  
20 phone calls.

21 A. Okay.

22 Q. So if you could look at this? We have a record of all your  
23 phone calls, and if you can look at this and tell us, well, I know  
24 that call was the first call I made when I was on scene.

25 A. Okay.

1 Q. And then we'll establish a time --

2 A. Sure.

3 Q. -- because we have timestamps for the phones.

4 A. On the scene?

5 Q. Yes.

6 A. Okay.

7 MR. EVANS: Excuse me. This is Roger Evans.

8 Bill, would you want us to go off the record to look at this  
9 or are you okay with this?

10 MR. TRIMBLE: I'm okay, if you are.

11 MR. EVANS: Okay.

12 MR. MYERS: Yeah, just take your time.

13 MR. TRIMBLE: Yeah. Well, the 12:14 would be the dispatch  
14 call for emergency for 911.

15 BY MR. EVANS:

16 Q. So that means you -- that's the call you made while you were  
17 on scene --

18 A. Yes.

19 Q. -- at 12:14?

20 A. Yes.

21 Q. Okay.

22 A. The 12:04, the Sandy Urmev call, I was not on scene.

23 Q. So from that call we can say that you were on scene, the  
24 earliest time we know of is 12:14?

25 A. Yes, sir.

1 Q. Okay. Okay, thank you.

2 A. Um-hum.

3 Q. If I can get that back?

4 A. Yes, sir.

5 Q. Thank you. So that's on Exhibit 2, and I'm going to mark on  
6 this that the 12:14 call is -- I'm going to put an arrow that says  
7 on scene/off scene, okay? Off and on. There you go.

8 So did you have any knowledge when you arrived on scene that  
9 a call had been made to have the power shut down? Was that  
10 something that you would normally do? Is that something that Rick  
11 would have done?

12 A. Normally somebody on scene, yeah, depending on who's there.

13 Q. Do you have any idea for this case why the power was not  
14 asked -- why they didn't make a call? Was it in your thought  
15 process at the time?

16 A. It was --

17 Q. I know you had a lot going on.

18 A. Yeah, there was a lot going on. Yeah. I think it was just  
19 -- I don't know if I was so focused on getting the main shut down,  
20 but it was -- and we didn't know what readings we had in the  
21 house. I mean, at that point we did.

22 Q. Okay.

23 A. But yes.

24 Q. So but the whole time you were there, you had no knowledge of  
25 any kind of a discussion that was made regarding shutting power

1 down?

2 A. No, sir.

3 Q. And in any of the calls you made or you listened to, were  
4 there any discussions from anyone that said, hey, we need to call  
5 and get the power shut down?

6 A. Not that I --

7 Q. That topic was not discussed that day?

8 A. Not that I recall, no.

9 Q. So we can go on record as saying that topic was not discussed  
10 that day?

11 A. Yes. I do not remember having that conversation with anyone.

12 Q. Okay. I just want to make sure of that.

13 A. Okay.

14 Q. The discussions -- like, when -- so if we have you arriving  
15 on the scene at 12:14, earlier you said maybe 5 minutes later Rob  
16 shows up.

17 A. Um-hum.

18 Q. And so you probably started -- probably by 12:20 the hole was  
19 pretty much -- is that right? When you arrived on the scene you  
20 grabbed a shovel and went to doing that?

21 A. A pretty short time after I --

22 Q. Pretty short time?

23 A. -- after I got there, yes.

24 Q. Okay. And the shovel came from where? Your --

25 A. Rick's truck.

1 Q. Rick's truck.

2 A. Um-hum.

3 Q. Okay. And before I forget, I want -- we need you to put --  
4 we have where your truck was. We have where Rick's truck was. We  
5 know where the fire department. Then we need the LASA truck --

6 A. Okay.

7 Q. -- and Rob's truck.

8 A. Okay.

9 Q. Number 4 and 5.

10 A. The -- Rob's truck was here. I'm not sure about the LASA  
11 truck, but there's -- okay. Rob's truck would have been here. So  
12 that would have been 4. The LASA truck, I believe -- I'm not  
13 positive, but I believe he parked either behind Rick's truck or in  
14 front of Rick's truck over here.

15 Q. Okay. Just, you can go ahead and put him behind.

16 A. That's okay?

17 Q. Yeah. Yeah, that's okay. And we'll put a question next to  
18 that.

19 A. Okay.

20 Q. Okay.

21 A. It's hard to see.

22 Q. Yeah. Well, we'll get it. So you're there and you do the  
23 excavation. You're there and you do the excavation, and you said  
24 that as you -- you were -- your back was turned toward the scene  
25 when the explosion occurred.

1 A. I was walking back to the hole to squeeze the main off.

2 Q. Oh, you're walking toward the hole?

3 A. Yes.

4 Q. Okay. Okay.

5 A. Yeah, so I was walking -- I met Denny. I'm not going to mark  
6 this up, but I met Denny here in front of the truck.

7 Q. Right.

8 A. He showed me where the sewer was out in the cul-de-sac and  
9 where --

10 Q. Right.

11 A. -- kind of a general area where it was going into the house.

12 Q. Um-hum.

13 A. I finished that conversation, turned and walked back toward  
14 the hole beside the truck. So I was, I don't know, 3 or 4 feet  
15 probably in the grass off the curb walking toward the hole that  
16 Rob had finished digging.

17 Q. And then you mentioned that Denny was behind one of the  
18 trucks when the explosion occurred?

19 A. I believe so.

20 Q. You think so?

21 A. I'm assuming.

22 Q. And which truck was he behind, do you think?

23 A. I'm thinking, if anyone's, he should have been behind Rob's,  
24 because we had the conversation right at the front of Rob's truck.

25 Q. Right. Okay.



1 A. And at that point, when we had finished our conversation, I  
2 went this way and I'm assuming that Denny went the other way.

3 Q. Okay. Another question about the -- when we came on scene we  
4 saw that the -- on Rick's truck, that there was -- it looked like  
5 pneumatic hose was out there, and it looked as though an air spade  
6 may have been used for something. So, but you folks didn't use  
7 that; is that correct? Because you said you did everything by  
8 hand.

9 A. We did dig it by hand, but I know Rob -- at some point Rob  
10 did grab what we call a blow rod to get the --

11 Q. Oh, the blow rod. Okay.

12 A. -- dust away from the main.

13 Q. So he turned the compressor on and got that so you could get  
14 it blown away, blown out? Okay. So that was the only reason you  
15 used the air that day, no other place on site?

16 A. No. That was is. Yes, sir.

17 Q. Okay. And where was Rob at the time of the explosion?

18 A. I don't know.

19 Q. You don't know.

20 A. I think he was -- it doesn't matter what I think, but --

21 Q. Yeah. Yeah, that's a guess, so --

22 A. Yeah.

23 Q. -- we'd rather not know.

24 A. Right. I'm not exactly certain.

25 Q. Yeah, okay. So just for the record, your rules with regard

1 to evacuation, percent of LEL, what is it?

2 A. Twenty.

3 Q. Twenty percent LEL --

4 A. Yes, sir.

5 Q. -- it's time to evacuate?

6 A. Yes, sir.

7 Q. So when UGI employees are talking to residents and they use  
8 numbers, okay, are they speaking in LEL or are they speaking in  
9 gas?

10 A. When they talk to residents?

11 Q. Yeah, about if there's gas in the home.

12 A. Um-hum.

13 Q. What does your training say?

14 A. I don't know. I typically try to stay away from numbers --  
15 me personally, from numbers with customers because it's confusing  
16 for them.

17 Q. So, but have you ever been -- I mean, has there ever been any  
18 training where someone says we went to notify -- we want you to  
19 notify the residents with a number?

20 A. No, not that I'm aware of.

21 Q. Not part of your training?

22 A. No, sir.

23 Q. When a -- we have a lot of, I guess, instances of hearing  
24 where there were numbers given to neighbors and all this. If  
25 someone were to give numbers, would it be percent LEL, do you

1 think, or you have no idea?

2 A. No, that would be a guess. I have no idea.

3 Q. Okay. You yourself when you've done this, all the years  
4 you've done this, you've never provided numbers to a --

5 A. No. I don't share numbers.

6 Q. Have you had any of your colleagues use, or in your career  
7 have you heard they use numbers for notifying residents?

8 A. Not that I'm aware of, no.

9 Q. Okay. The use of numbers in this particular incident or  
10 accident is, in your own thinking with your rules of what you've  
11 learned and all this, is it unusual for you to hear someone speak  
12 in the words of numbers versus, oh, we have to evacuate you?

13 A. To a customer?

14 Q. Yes.

15 A. It would be odd to me.

16 Q. It would be odd?

17 A. To share numbers, yes.

18 Q. Okay. The person, the 20-year-old -- did you know there was  
19 a 20-year-old in 202? Were you aware of that?

20 A. No, sir.

21 Q. And so your -- Rick never said anything about another person  
22 being in there?

23 A. No. He told me that he had gotten a reading of 11 LEL in the  
24 basement, but I have not -- no discussion on how he got in, who --  
25 if there was somebody there. And I guess I just assumed that

1 somebody let him in. He didn't break the door down, so --

2 Q. Right. So 11 LEL, in your mind, would be time to get out?

3 A. Thinking about it. I mean, you're getting -- I mean, we have  
4 the hard line to 20 LEL. Hard line is 20 LEL, so --

5 Q. So you're over halfway, so --

6 A. Um-hum.

7 Q. And it could go south pretty quickly for a person that's in a  
8 home with 11 LEL. Now are you trained to that? When you get an  
9 LEL reading that's over 10 or is over 5 or -- is that part of your  
10 training for evacuation?

11 A. No, sir.

12 Q. So your basic thing for your training is it's steadfast  
13 number, 20 part per -- 20 percent LEL, you evacuate?

14 A. Yes.

15 Q. That's what the book says?

16 A. Yes. And then --

17 Q. And that's what you train to?

18 A. -- I believe the book also says at the discretion of the  
19 first responder as well.

20 Q. Okay.

21 A. I believe it says that.

22 Q. Um-hum. Okay. So just to reiterate, I want to make sure we  
23 have this down on the record. Limited conversation with Mr. Rick  
24 Boudier, because I know the accident happened at 12:29 and you got  
25 there at 12:14. You were only on the scene for a matter of -- I

1 mean, did -- in your mind, did it feel like it was a very, very  
2 short period from the time you got there to the time of the  
3 explosion? Did it seem like a 20-minute kind of --

4 A. Yeah. I mean, there's -- fast and slow, I guess. There was  
5 so much stuff going on at the same time.

6 Q. Right.

7 A. You know, a little harried maybe, but --

8 Q. Yeah.

9 A. -- it wasn't very long.

10 Q. So you arrive on scene, you're having a conversation with the  
11 guy in the truck about the fans, get back down, do your  
12 excavation. So you did a lot of work in a short amount of time.

13 A. Yes, sir.

14 Q. And you're confident about that 12:14 call, that that's --

15 A. That is on scene, yes.

16 Q. That one there is not -- nowhere near a guess? That is what  
17 you recall?

18 A. Yes.

19 MR. EVANS: Okay. Okay. I have no further questions.

20 BY MR. KENDALL:

21 Q. Edward Kendall, NTSB. I just had a question. So you said  
22 that you were evacuating 206 because it was at 10 or 11. Was that  
23 in gas or LEL?

24 A. That was gas.

25 Q. Okay. And could you just mark on the map, and it might be a

1 little difficult, I don't know --

2 A. I'll try.

3 Q. -- where the hole was being dug?

4 A. Yes. I would venture probably right -- I'm assuming you can  
5 see that?

6 MR. EVANS: Yeah, just put a leader out to the light area and  
7 we'll be okay.

8 MR. TRIMBLE: Okay. So --

9 MR. EVANS: That's the hole location, 6?

10 MR. TRIMBLE: Yeah, he would have been here probably.

11 MR. EVANS: Yeah. Can you mark a six next to that and we'll  
12 just put, at 6, it's the excavation.

13 BY MR KENDALL:

14 Q. And just before the accident at issue, you were having  
15 discussions with the LASA individual.

16 A. Um-hum.

17 Q. And those discussions were simply we've marked the lines for  
18 you?

19 A. Yeah, here's our main.

20 Q. And as far as you knew at the time, you were done with LASA?

21 A. Yes.

22 Q. They were going to take off and --

23 A. Yes.

24 Q. -- you were okay to dig with the backhoe?

25 A. Well, no. Nobody else had been there yet.

1 Q. Okay.

2 A. Electric, water, nobody had shown up.

3 Q. So you're still waiting for a number -- how many entities in  
4 total were you waiting for, for the 811 call?

5 A. Well, I would have liked to have seen -- because I believe it  
6 was a common trench, so I would have like to have seen electric  
7 and water at that point.

8 Q. Okay.

9 A. But, I mean, I didn't even have a backhoe on site at that  
10 point so that wasn't an option anyway.

11 Q. Okay, because you didn't have an operator?

12 A. No. We just -- yeah.

13 MR. KENDALL: Okay. I think those are all the questions I  
14 have right now.

15 BY MR. DOWNS:

16 Q. Downs, NTSB. Jason, going back quick and dirty here, kind of  
17 refresh your memory, fire department arrived on scene. You had a  
18 chat with the driver?

19 A. I did.

20 Q. Do you remember what the fire department was doing after the  
21 chat with the driver?

22 A. No. I mean, I don't think they were doing -- I don't want to  
23 say they weren't doing anything, but I don't recall them doing --

24 Q. You don't recall?

25 A. Uh-uh.

1 Q. Okay. The reason I ask is that we have testimony from  
2 several of the firefighters that they were actually down in the  
3 center of the cul-de-sac and they had stretched a hose line --

4 A. Okay. I wasn't aware of that.

5 Q. -- already. You didn't happen to notice it?

6 A. No.

7 Q. Okay, fair enough. Okay. Forced access, what is the company  
8 policy in terms of having to gain access into a house that is  
9 suspected to have high gas? Can you lay that out for -- a little  
10 bit for us?

11 A. Yeah. I mean, certainly a call to dispatch to let them know  
12 that you're going to have to force entry. I mean, if you have  
13 time, you like to have fire or police on the scene. So we had,  
14 not a ton of times that we've had to force access, so I wouldn't  
15 say that we're well-versed in -- I mean, we're not in the business  
16 of breaking doors down normally. So from what I understand, it's  
17 normally they call the dispatch to let them I need to do forced  
18 entry on this house.

19 Q. Okay. And is it your understanding you are enabled to do  
20 that or do you have to call the police or how does that work?

21 A. No, we understand if we have to get in, we got to get in.

22 Q. You'll kick the door in if necessary.

23 A. Break -- yes.

24 Q. Okay. But in this case the fire department was there, so  
25 would they be the one in your judgment that would have been able



1 to kick the door in if they had to?

2 A. If they had to, yeah.

3 Q. Rather than the gas company employees?

4 A. Or -- right. Or witness us doing it, I guess either way.

5 Q. Right. Okay. Exigent circumstance, in other words?

6 A. Um-hum.

7 Q. Okay, great. And the power shutdown, we touched on that a  
8 little bit with Roger's question here. Power shutdown should be  
9 enacted by the gas company, UGI, as part of your standard protocol  
10 here. And because it was such tight timing here, would that be a  
11 fair way to say it, that you had not addressed that particular  
12 point or --

13 A. Yeah, I do not remember having a conversation with someone  
14 about that.

15 Q. But that would be a standard process as far as a gas call  
16 such as the event itself here?

17 A. And possibly --

18 Q. One of the steps in the process?

19 A. -- a next step possibly, yes, for sure.

20 Q. Oh, a next step?

21 A. Well, it could have been done probably at the same time.

22 Q. It would not be a first step?

23 A. It would -- with the readings that we had, it should probably  
24 at the same time, yes.

25 MR. DOWNS: Okay. All right. And that's -- that does it for

1 me at this time. Thank you.

2 Follow up?

3 BY MS. COOPER SMITH:

4 Q. Terri Cooper Smith, PUC. As a duty supervisor, when you were  
5 -- when you first were given leave, told to be supervisor, did  
6 they tell you or is there some protocol as to what happens in  
7 emergency situations? Like do they tell you, you'll get a staff  
8 and when you get on-site that you will tell the staff what to do  
9 or won't tell the staff what to do? What is the relationship?

10 A. As far as like street workers to duty supervisor?

11 Q. Yeah, and I mean specifically in an emergency response  
12 situation.

13 A. Um-hum.

14 Q. Because I'm just trying to get a picture here of would you  
15 normally tell the other individuals who are under your supervision  
16 at that time what to do, where to go, so on and so forth?

17 A. If I'm on-site, yeah. I mean, even --

18 Q. Okay.

19 A. -- maybe, even maybe if I'm not on-site, yeah. If there's a  
20 continuing conversation, yes.

21 Q. Okay. So in with this particular event, would I be wrong in  
22 saying that you didn't really give Rick Boudier any direction? He  
23 was already doing stuff on his own? Do you remember any specific  
24 instructions you gave Rick Boudier?

25 A. The only specific instruction I remember telling him before I

1 was on scene, that we had to get in 206.

2 Q. That was it? Okay. And as far as Rob Lopez, it was go dig,  
3 help me dig this hole or --

4 A. Yeah. When Rob got there, he started helping me do what I  
5 was already doing, which was digging the hole.

6 Q. Okay. So you were aware that Rick was doing a lot of other  
7 activities that maybe you did not tell him specifically to do?

8 A. Yes.

9 Q. Okay.

10 A. That would be fair.

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

12 MR. MAURER: Nothing.

13 BY MR. KRIEGER:

14 Q. Just a couple of follow-ups real quick, and just kind of  
15 dovetailing what -- oh, Robert Krieger, by the way, UGI -- just  
16 dovetailing with some of what Terri had said. You said that you  
17 don't remember giving instructions to Rick other than getting into  
18 206?

19 A. Um-hum.

20 Q. Is that typical than -- or from the standpoint that a number  
21 of activities are going on, you've got qualified individuals that  
22 are performing those activities and they would be expected --

23 A. Yes.

24 Q. -- to any number of tasks?

25 A. Yes.

1 Q. The power shutdown as well, and this was a question of  
2 Rick's, is that you talked about the readings that you had. At  
3 some point you were getting different readings, and again, you  
4 were only there for a short period of time. So you had gotten  
5 readings, I guess at some point, that wouldn't have warranted a  
6 shutdown? So again, it was just something that you were  
7 continuing to evaluate, that you were going through that process?  
8 Is that fair?

9 A. That's fair.

10 Q. Okay. And then the last thing was you had mentioned that you  
11 didn't smell any gas when you arrived on the scene.

12 A. I smelled gas. It wasn't an overwhelming --

13 Q. It wasn't an overwhelming odor?

14 A. It wasn't a get out of the -- I didn't get out of the truck  
15 or my car and say oh, my gosh, this is --

16 Q. How about anything audible? Did you hear anything or --

17 A. At one point when Rob and I were -- he was digging the -- he  
18 had helped me dig up the main, and at one point I did -- I put my  
19 head on the ground over the top of the tee and could hear it  
20 flowing.

21 MR. KRIEGER: That's all I have. Thanks, Jason.

22 MR. EVANS: Roger Evans. Before we go further, we have  
23 Exhibit 1A and we have Exhibit 2A and we have Exhibit 3A. And  
24 Exhibit 3A is a plat map that we have indicated on it where the  
25 bar holing was done, 2A is a timeline, and 1A is where the

1 vehicles were parked. I just wanted to make that for the record.

2 BY MR. EVANS:

3 Q. On Exhibit 3A here, as far as bar holing, were there any  
4 other bar holes that were done that you know of?

5 A. There was a bar hole over the top of the tee on the main,  
6 which -- I'm assuming this is the curb line?

7 Q. Yes.

8 A. This is the curb line?

9 Q. This is the curb line right here.

10 A. Right there, okay. And so there was a bar hole directly --  
11 not directly, over the tee, but it was in close proximity to the  
12 gas tee on the main.

13 Q. Okay. I know where that is.

14 A. Okay.

15 Q. So that's second. Let me just put that. That is somewhere  
16 around here. So, and what was that reading?

17 A. Ninety-eight percent gas.

18 Q. Okay. Can you go ahead and put, just put that on?

19 I hope that pen writes.

20 So those are the only two bar holes that were done that you  
21 are aware of?

22 A. Yes. Yeah, that I'm certain were done, yes.

23 Q. For certain. Okay, that's good.

24 The other question I have about the parking. Is there a  
25 guideline that you folks have with regard to where you park your

1 vehicles? I mean, you know, diesels are -- especially diesels,  
2 you know, you have the accelerated RPM when you get around gas. I  
3 know a lot of guys have experienced that.

4 So is there any kind of guideline as far as how many feet  
5 away from gas you would park?

6 A. No. I don't believe there's a guideline in any actual  
7 numbers.

8 Q. Is that -- I mean, looking back on this now, was that a good  
9 idea in your mind?

10 A. I never -- I actually never even considered it, if it was a  
11 good or bad idea.

12 Q. Okay. I just was curious. Is there a, like, a placard or  
13 some sort of a laminated card that says, okay, when I go on a gas  
14 call where there's gas in a neighborhood, these are my main points  
15 to do? Is there a checklist?

16 A. Yeah, I believe there is. I mean, we do -- we have laminated  
17 cards also for our readings in proximity to structures, you know,  
18 what --

19 Q. Um-hum.

20 MR. EVANS: So Roger, this is Roger Evans to Rob -- Bob.

21 MR. KRIEGER: Oh, I'm sorry.

22 MR. EVANS: If we were to request the placards that are  
23 available in vehicles, any sort of checklists that are laminated,  
24 can you provide that for us, if there are? Just a copy of them.

25 MR. KRIEGER: There is one that we -- yeah, we can provide

1 it. I just --

2 MR. EVANS: Yeah, if there are, whatever. Okay.

3 That's all I have.

4 BY MR. DOWNS:

5 Q. Downs, NTSB. Another quick follow-up here. Looking at our  
6 timeline exhibit, wherever that is, are we able to identify when  
7 Mr. Boudier arrived on scene from this?

8 A. I don't know.

9 MR. EVANS: I think we can, actually.

10 Q. While he's -- Roger's looking that up as best he --

11 MR. EVANS: 11:00.

12 MR. DOWNS: 11 a.m.?

13 MR. EVANS: Yeah, arrives on scene 11:00.

14 MR. DOWNS: And we have an indication to the effect that he  
15 had tried several times to get into 206, nobody had responded.  
16 Ultimately about when the time you responded, he was able to get  
17 in. He was working with the occupant to vacate. So from 11 a.m.,  
18 is it?

19 MR. EVANS: Yep.

20 MR. DOWNS: -- until, say, 12:15 or so?

21 MR EVANS: Right.

22 BY MR. DOWNS:

23 Q. So we're talking an hour and a quarter, okay? In which case,  
24 when Mr. Boudier got in there he came out and indicated to the  
25 effect that we had, he said 10, 11 -- 10 or 11 gas in the 206.

1 Jason, in your experience -- you've got 10 years, you said?

2 A. Nine, yeah.

3 Q. Nine years? Somebody being in a dwelling, sealed up in a  
4 dwelling with a 10 or 11 reading, although we don't know what the  
5 readings were prior to that building up, when they answered the  
6 door -- when somebody would answer the door, in your experience,  
7 would that person be, first of all, breathing? Meaning, wouldn't  
8 that person be unconscious perhaps given the level of gas?

9 A. I don't know. I don't know that. I mean, I don't know if  
10 they'd be unconscious. They should have surely known that  
11 something was --

12 Q. Or kind of experiencing an incapacitation to a certain  
13 degree, lack of oxygen?

14 A. I don't know. It probably (indiscernible) --

15 Q. You don't have experience in that area?

16 A. Well, that's -- I mean, well, I mean, I guess if you think it  
17 that way it depends where -- I don't know where her bedroom was.  
18 I don't know if the bedroom was second floor. I don't know --

19 Q. And we don't know where the readings Mr. Boudier --

20 A. Right.

21 Q. -- was actually getting.

22 A. Yes.

23 Q. So would he have normally gone to, say, the lowest point in  
24 the dwelling to get a reading?

25 A. Yes.



1 Q. Is that where typically --

2 A. Under normal circumstances.

3 Q. So it logically might have been the basement being the lowest  
4 point, okay, meaning the gas would settle low, right?

5 A. No.

6 Q. It would --

7 A. Yes.

8 Q. -- it would rise.

9 A. Um-hum.

10 Q. Okay. So would your mechanics go to the high point or the  
11 low point when they took the meter readings?

12 A. They're trained when they go in to go high.

13 Q. To go high.

14 A. Gas is lighter than air, it'll rise, so you want to get your  
15 readings as high as you can.

16 Q. As high as you can. Okay. Because that's converse to what I  
17 was thinking before. Okay. Highest point, meter was 10 or 11,  
18 somewhere in that neighborhood. The person answers the door. My  
19 question here is that, to me, I'm wondering the logic if this  
20 person answered the door and this person was fully cognizant and  
21 conversing with Mr. Boudier, versus that person being in that  
22 dwelling for several hours perhaps --

23 A. Sure.

24 Q. -- where there were some higher elevated readings. We all  
25 know obviously lack of oxygen will cause anoxia and things of that

1 sort. But it sounds like when that person answered the door that  
2 person was cognizant and conversant with Mr. Boudier, they were  
3 opening windows, things of that sort.

4 A. Um-hum.

5 Q. So I was just wondering what your experience in that regard  
6 is? And you're saying --

7 A. I'm sorry. I don't --

8 Q. -- that you don't have really a lot of experience there?

9 A. No. I'm sorry.

10 Q. Okay. Fair question. Thank you.

11 A. Um-hum.

12 MR. DOWNS: That concludes my questions. Last go around?

13 BY MS. COOPER SMITH:

14 Q. Terri Cooper Smith, PUC. With regards to the same timeline,  
15 with Rick arriving at 11 and you maybe -- I'm not putting this  
16 definitively, you arriving somewhere around 12:14, there's only  
17 one phone call from Rick to you, and that's at 11:53. But you  
18 knew that Rick was on site?

19 A. Yes.

20 Q. You knew Rick was on site at 11:00 in the morning, right?

21 A. No, I didn't know that.

22 Q. No? When did you know that Rick was on site?

23 A. When he called me.

24 Q. So you didn't know he was there until 11:53?

25 A. No, I should have known before that. I didn't know there was

1 even a leak going on until Rick called me.

2 Q. Okay. So it's possible, and I realize that on this timeline  
3 it does say it's preliminary and we don't have a definitive one  
4 just yet, so somewhere between -- somewhere after 11 but before  
5 11:53 you spoke --

6 A. Yes.

7 Q. -- you spoke to Rick?

8 A. Yes.

9 Q. Okay. Okay. Okay, my second question has to -- goes back to  
10 what Bob had asked you before about there are folks who have  
11 operator qualifications to do certain things. So would you say  
12 that it's not necessary for them to always ask you what's  
13 necessary to do --

14 A. Yes.

15 Q. -- on a site?

16 A. That would be fair.

17 Q. Okay. At what point did you think it was necessary for you  
18 to ask what has happened up until the point where you arrived?  
19 Would you have called on the phone and spoken to Rick to say what  
20 are you doing? You know, what has been done?

21 A. I don't know. I don't know that. I guess I was busy trying  
22 to get the crew out and all that stuff and -- you said he called  
23 me at some other -- is that what you said, he called me or I  
24 called him?

25 Q. We have here that he called -- he called you at 11:53.

1 A. Okay.

2 Q. That was -- yeah, he called you at 11:53. You had made a lot  
3 of phone calls before that, but I don't see any other time that  
4 the two of you spoke. Would you have spoken on a different phone?

5 A. No.

6 Q. Okay. Okay. My next and final question is, when you saw the  
7 car driving out of the house, you thought there was something odd  
8 about that?

9 A. I did.

10 Q. Okay. Did you think to ask Rick about it or there was just  
11 too much going on at that point to stop --

12 A. There was a lot going on.

13 Q. Yeah.

14 A. But that was -- I mean, with our training and everything, to  
15 see somebody driving out of their driveway with those type of  
16 readings was a huge red flag.

17 Q. Okay.

18 A. Like, what -- I'm not going to say what I said, but --

19 Q. Okay.

20 A. Or what I thought. But yes.

21 Q. Okay.

22 A. It was -- yes, very odd.

23 MS. COOPER SMITH: All right. That's all the questions I  
24 have. Thank you.

25 BY MR. DOWNS:

1 Q. Would Mr. Boudier likely have told --

2 MR. EVANS: Name.

3 BY MR. DOWNS:

4 Q. Downs, Downs. Sorry. Downs.

5 Would Mr. Boudier likely have told her, based upon his  
6 training, not to drive?

7 A. You would -- yes. I mean --

8 Q. In other words, your training, standard training prescribes  
9 that the occupant be told not to light switches and things of that  
10 sort?

11 A. Yes.

12 Q. Not to drive?

13 A. Yes. Yeah, not typically not to drive, but no ignition  
14 sources or --

15 Q. But we don't know exactly what happened in this case?

16 A. No. I -- like I said, I'm kind of a jumbled mess in trying  
17 to put all this stuff together, but I do believe I remember having  
18 a conversation with Rick after she pulled out of the driveway and  
19 me going, what the heck? That he disconnected -- that she did not  
20 use the garage door opener, that he had disconnected that and put  
21 the garage door up manually.

22 Q. So he manually lifted the door for her?

23 A. Yes.

24 Q. So that suggests that he supported her driving off.

25 A. That's -- I have no other way to look at it. Yes.

1 Q. All right. All right, thank you.

2 A. Yes.

3 MR. DOWNS: Anyone else?

4 BY MR. MAURER:

5 Q. Gary Maurer, UGI. Just a quick question. UGI, do they  
6 provide specific duty supervisor training?

7 A. Yes.

8 Q. Okay. Is that on a periodic basis, annually or what?

9 A. I believe it's annually. I had my first one -- I can't  
10 remember what month it was, but it was earlier in the year. Yeah,  
11 because it was the training in the hotel.

12 MR. MAURER: Okay. That's all.

13 MR. KRIEGER: I don't have any further questions. Thank you.

14 BY MR. EVANS:

15 Q. Just a couple more. One of the things that --

16 MR. DOWNS: Roger?

17 BY MR. EVANS:

18 Q. This is Roger Evans. One of the things that's kind of  
19 interesting about this from when I -- we've learned from this --  
20 that I have learned from this. So it sounds like you folks have,  
21 what -- I mean, most places call it some sort of a daisy chain  
22 call system where the person, if that person is not there, it's  
23 going to the next person; if that person's not there, it goes to  
24 the next person. Is that a true statement?

25 A. Somewhat. I mean, we pay guys to stand by to be on call, to

1 be available whenever the phone rings. So we have --

2 Q. Okay.

3 A. The, you know, first responders are paid to stand by and to  
4 respond to emergencies, and so is the duty crew.

5 Q. Okay. So the way your system works and in your past history  
6 of being on duty yourself when you were out doing the other type  
7 of work, not supervision --

8 A. Yes, sir.

9 Q. -- is it unusual that an ops supervisor has to actually go to  
10 the scene and a, you know, a regular person on the call list  
11 hasn't answered the phone?

12 A. Is it odd?

13 Q. Is it unusual?

14 A. Yes. You don't miss calls. You don't miss callouts.

15 Q. So a person would normally have his phone with him or his  
16 call?

17 A. Absolutely. Yes.

18 Q. And so it would be -- the circumstances that led to you being  
19 on scene is unusual in that there should have been someone who  
20 along those -- the daisy chain, that actually said, hey, I'm  
21 number three in order for today, that means they couldn't get the  
22 two previous guys and I've got to take this call now. Is that how  
23 it works?

24 A. Some -- I don't know how to explain it. I'll try. So each  
25 of our three guys on our repair crew are paid a standby rate to

1 have their phone on and respond to emergencies.

2 Q. Okay.

3 A. Those three guys, you just don't miss calls. I don't -- I  
4 never missed a call in my career when I was -- that's what you're  
5 on call for is to do this kind of stuff. So that's odd. But yes,  
6 those guys are paid standby rate to carry their phone, to answer  
7 their phone when it rings and to respond to emergencies. Is that  
8 what you're asking?

9 Q. That's what I'm asking.

10 A. Okay.

11 Q. I'd like the names of those people, by the way, and we'll  
12 probably want to talk to them, Bob -- Rob?

13 MR. KRIEGER: Hmm?

14 MR. EVANS: The names of the people on the call.

15 MR. KRIEGER: I do.

16 MR. EVANS: We'd like to talk to them. Okay, good.

17 Okay. That's all I have.

18 BY MR. DOWNS:

19 Q. Downs, a quick follow-up question. Is there a penalty that  
20 you know of if you're on the standby and you don't answer a call?

21 A. No, not that I'm aware of.

22 Q. So conceivably somebody could sign themselves up for standby,  
23 get the higher rate and he does not answer the call but they're  
24 still going to get paid?

25 A. Well, not necessarily. I mean, we have a yearly schedule



1 that they're scheduled for that week. They know in advance months  
2 in -- they know what weeks they're on call for the whole year. So  
3 it's not normal to have to be calling extra people. Those three  
4 guys that are on call that week know that they're on call and that  
5 they need to respond whenever it rings.

6 Q. Right. And is it your experience that it takes one, two or  
7 three calls to finally locate somebody or usually the first  
8 call --

9 A. No, generally speaking, they have their phone on them and  
10 they answer it because they know that that's what they're on call  
11 for.

12 Q. But there's always the prospect the person's in the basement  
13 or something and they're out of range and that's just the way it  
14 goes and the call won't go through.

15 A. That's possible.

16 Q. It's possible?

17 A. Yes.

18 Q. Right.

19 A. Um-hum.

20 MR. DOWNS: Okay, thank you.

21 MR. EVANS: I've got one last question that just rang in my  
22 head. So --

23 MR. DOWNS: That's Roger.

24 BY MR. EVANS:

25 Q. This is Roger Evans. So when you have these calls to make,

1 right?

2 A. Yes, sir.

3 Q. And had you had the first person answer the call, would you  
4 have actually called the second one to have more help or would you  
5 just rely on one person coming?

6 A. No, I would call all three. All three of them would have  
7 responded.

8 Q. You would have asked all three to show up on the scene?

9 A. Absolutely. Yes.

10 Q. So that's the way your plan is set up --

11 A. Um-hum.

12 Q. -- so that all three of those gentlemen who were on this --  
13 getting paid this, should have been there at least -- I mean, if  
14 you're hitting 75 percent, you know, two of the three or 66  
15 percent, whatever the number is, you would think that they would  
16 show up. Okay. That's fine. I'm done.

17 MR. DOWNS: Anybody else questions?

18 BY MS. COOPER SMITH:

19 Q. Just one last question. Where you coming from --

20 MR. DOWNS: Name?

21 BY MS. COOPER SMITH:

22 Q. Terri Cooper Smith, PUC, Pennsylvania PUC. Where were you  
23 coming from?

24 A. I was in -- at my house in Conestoga.

25 Q. Conestoga, Pennsylvania?

1 A. Um-hum.

2 MS. COOPER SMITH: Okay. That's all I have.

3 MR. EVANS: Okay. Thank you very much, appreciate the time,  
4 and you did a great job by the way.

5 MR. DOWNS: This concludes the interview.

6 MR. EVANS: Thank you so much.

7 MR. TRIMBLE: Thank you.

8 (Whereupon, the interview was concluded.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

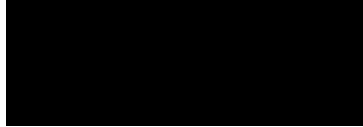
IN THE MATTER OF:           RESIDENTIAL GAS EXPLOSION  
                                  ON SPRINGDALE LANE, MILLERSVILLE,  
                                  PENNSYLVANIA, JULY 2, 2017  
                                  Interview of Jason Trimble

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