

From: [Jeff Gillman](#)  
To: [Freckleton Derek](#)  
Cc: [Gunaratnam Rachael](#)  
Subject: RE: Brief Investigative Update – NTSB Investigation # PLD23LR002 (West Reading, PA)  
Date: Tuesday, August 22, 2023 8:34:59 AM  
Attachments: [image002.png](#)  
[image003.png](#)  
[image004.png](#)

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Hello Derek and Rachael,

Below are my client's responses to the questions. Please reach out if you need anything else.

Thanks.

- Jeff



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From: Freckleton Derek (mailto: [REDACTED])  
Sent: Thursday, August 10, 2023 9:01 AM  
To: Jeff Gillman (mailto: [REDACTED])  
Cc: Gunaratnam Rachael (mailto: [REDACTED])  
Subject: RE: Brief Investigative Update – NTSB Investigation # PLD23LR002 (West Reading, PA)  
Importance: High

Dear Mr. Gillman,

Thank you for our phone conversation yesterday evening. I apologize that I was not able to follow up with the below email until this morning, but below is a copy of the email that one of our investigators, Rachael Gunaratnam, had sent to Ms. Toro, asking a few questions we would like to get some further insight on. If you could assist by working with Ms. Toro to respond to those questions, that would be really helpful. Or, if you or Ms. Toro would like to speak to Investigator Gunaratnam directly, please feel free to reach out. Her contact information is included in her signature at the bottom of her email, and I have copied her on this email.

If you have any further questions, or if we can be of any further assistance, please let us know.

From: Deichalyne Toro (mailto: [REDACTED])  
Sent: Monday, August 7, 2023 15:50  
To: Freckleton Derek (mailto: [REDACTED])  
Subject: Fwd: NTSB investigation (PLD13FR001) natural gas explosion at RM Palmer -follow up questions

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----- Mensaje reenviado -----  
De: Gunaratnam Rachael (mailto: [REDACTED])  
Fecha: El vie, jul. 28, 2023 a las 10:11 a.m.  
Asunto: NTSB investigation (PLD23FR002) natural gas explosion at RM Palmer -follow up questions  
Para: [REDACTED]

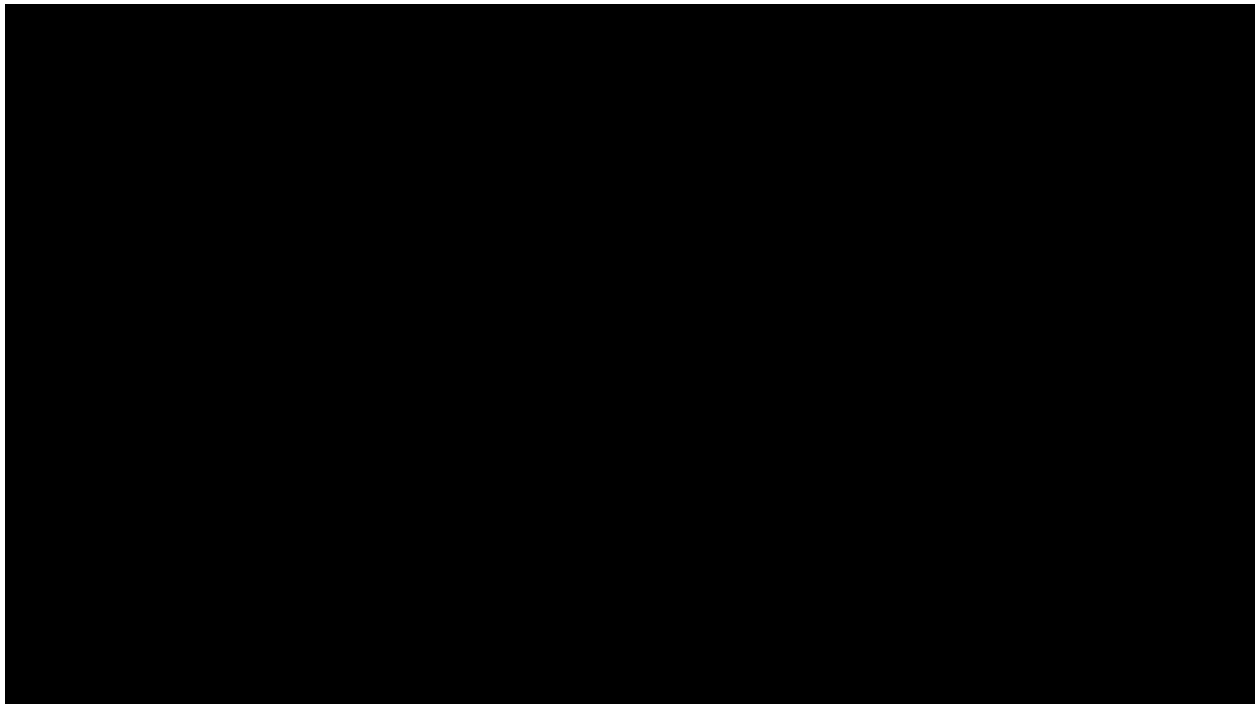
Deichalyne,

My name is Rachael Gunaratnam and I am an NTSB investigator who is investigating the natural gas explosion at RM Palmer on February 24, 2023. Derek mentioned that you did not want to be re-interviewed and thought an email would be best. Thank you for providing us your email so that we could ask you some follow up questions about the accident.

Below is a screenshot from a security camera (Figure 1) of several RM Palmers employees gathered in front of the gas meter right before the explosion. These employees labeled:

Letter A - Corey Reel - Sanitation  
Letter B - Deichalyne Toro - Packer  
Letter D - Zomara Cruz - Line Tech  
Letter E - Mike Breedy - Lead mechanic Bld 2

Figure 1:



Please answer the following questions:

Can you explain to us what was being discussed in front of the gas meter in Figure 1?

A. They were checking something because they were concerned with the smell.

What was Mike Breedy ("E") doing in the photo?

A. He was looking at the gas meter.

What time did you arrive that day?

A. 2:30 p.m.

When did you first smell gas that day? Around what time?

A. at around 4:40 p.m., I was in the building 1 stairwell gong on my break.

Did you report it to anyone? Who and what time?

A. No.

Did you discuss the smell of gas with anyone before the explosion? Who did you talk to?

A. I spoke with my sister briefly when I went to go get my car keys and I told the people outside that I smelled gas.

Did you receive any training on natural gas at work?

A. No.

Please feel free to tell us anything you remember from that day.

Thank you again for your help. If you need to contact me by phone, please call me at 202-657-9935.

Sincerely,

*Rachael Gamaratnam*

Hazardous Materials Accident Investigator  
Office of Railroad, Pipeline and Hazardous Materials Investigations  
National Transportation Safety Board  
[490 L'Enfant Plaza SW](#)  
[Washington, D.C. 20594](#)

Sincerely,

**Derek Freckleton**

 Emergency Operations Coordinator  
National Transportation Safety Board  
Transportation Disaster Assistance Division

Mobile: [REDACTED] | Office: [REDACTED] | Fax: [REDACTED]

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Washington, DC 20594  
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**From:** Jeff Gillman [REDACTED]  
**Sent:** Tuesday, August 8, 2023 16:58  
**To:** Freckleton Derek [REDACTED]  
**Subject:** RE: Brief Investigative Update – NTSB Investigation # PLD23LR002 (West Reading, PA)

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Hello Mr. Freckleton,

I represent Deichalyne Toro for personal injuries she sustained in the above-mentioned incident. I am attaching a letter of representation. Please contact me at your earliest convenience to discuss what if any information Ms. Toro can provide you to be of assistance in your investigation.

I look forward to hearing from you.

Thanks.



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**From:** Deichalyne Toro [REDACTED]  
**Sent:** Thursday, July 20, 2023 4:11 PM  
**To:** Jeff Gillman [REDACTED]  
**Subject:** Re: Brief Investigative Update – NTSB Investigation # PLD23LR002 (West Reading, PA)

El El mar, jul. 18, 2023 a la(s) 11:41 a m., Freckleton Derek [REDACTED] escribió:

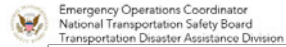
Dear Ms. Toro-Rivera,

I am reaching out to let you know that the National Transportation Safety Board (NTSB) released a brief investigative update regarding our investigation into the UGI Corporation natural gas-fueled explosion and fire at the R.M. Palmer Company factory on Friday, March 24, 2023 (NTSB investigation # PLD23LR002). The investigation is still on-going, but the update is available on the NTSB's webpage dedicated to information regarding this investigation (<https://www.ntsb.gov/investigations/Pages/PLD23LR002.aspx>).

I will continue to receive notifications regarding the progress of this investigation and will pass those along as appropriate. As a reminder, this is only a brief interim update; our investigations are continuing to take an average of 18-24 months or more to complete (from the date of the accident to the release of the Final Report). We sincerely appreciate your patience as we continue to work through our process. If you have any questions, please do not hesitate to reach out. Thank you, and take care.

Sincerely,

**Derek Freckleton**



Mobile: [REDACTED]

4911 - Enlanti Plaza SW  
Washington, DC 20594  
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