

Investigator Name: Elena Bozhko
Title: Pipeline Accident Investigator
Division: Office of Railroad, Pipeline, and Hazardous Materials Investigations

Date: Interview conducted on January 31, 2024

Subject: Explosion and fire on January 24, 2024, at 185 Bristol Blvd, Jackson, MS - PLD24FR003

Contact: Interview of [REDACTED] [175 Bristol Blvd, Jackson, MS].

[REDACTED] reported that she was asleep when explosion happened. At night there was a very heavy rain, with thunder and lightning. [REDACTED] was awakened by a loud "boom", thinking it is a large transformer exploding, and a few minutes later someone was banging on their front door. [REDACTED] husband came to her bedroom, he was very excited, saying "Get Up! Get Up! [REDACTED] house is on fire and his wife is still in there!". The neighbor's house was fully engulfed in flames. [REDACTED] recalled that [REDACTED] called 911, because he couldn't go into the neighbor's house at that point. [REDACTED] did not know the neighbor's address, so he gave the dispatcher their own home address instead, saying "next-door to 175 Bristol is on fire".

[REDACTED] reported that she called her son, who is a fireman, and he was off duty that day. While waiting for her son, [REDACTED] was sitting on her car, that was parked in the garage. [REDACTED] reported there was noticeable gas odor there at the time of the fire, so it was clear to her that the gas was involved.

[REDACTED] reported mentioning the gas smell to the firemen at the scene, who at the time did not yet realize that the gas might have been involved. [REDACTED] recalled that later, the people who were attending to the fire (she was not sure if they were firemen or Atmos personnel), were looking for but not able to find a gas shutoff. They asked her if she knows where it was, which she did not.

[REDACTED] recalls seeing Atmos's trucks at the scene, but she has not talked to anyone from Atmos that day.

[REDACTED] son took her to the doctor's office, to get her away from the scene and because they were told not to touch anything in the home, so she could

not use her car. The son's car was parked away from the scene, because he could not get closer. [REDACTED] reported that her son dropped her off at her daughter's place after the doctor's appointment.

[REDACTED] also reported smelling gas in the front of the house in the recent past. [REDACTED] recalls that the gas smell started to be really noticeable around her home sometime around or before Christmas. The gas smell was strong, and [REDACTED] kept two fans blowing in her bedroom to aid with odor ventilation. The gas smell was also noticeable in the garage, which she first thought was some chemicals her husband stored there, but after talking to her husband they concluded that the smell was the gas smell, and it was coming from [REDACTED] house.

[REDACTED] recalled seeing Atmos's trucks down the street when leaving for her doctor's appointments, probably around Christmas time. The gas company came out to her neighbor's house [at 165 Bristol Blvd], who had no gas service in her place. [REDACTED] reported talking to the neighbor who mentioned that Atmos told her "That is not the gas you are smelling, it is electric odor", or something else.

[REDACTED] remembers around Christmas or Thanksgiving they had visitors at who noticed the strong gas odor and were worried if they could safely turn on their car on. At the time, [REDACTED] did not feel concerned about the gas odor, saying to her visitors that the smell is coming from neighbor's house, and they already know about it. [REDACTED] also told them that the gas company came out already and knows about the smell, so it must be ok, since if it was serious, they would have taken it seriously too, as well as [REDACTED].

She had not asked [REDACTED] about the gas company visit or what they found when the leak was attended by Atmos.

[REDACTED] reported that they had a contractor trim tree limbs by her house for three days some time before Christmas. The contractor employees smelled the strong gas odor at the time and decided to call Atmos, prior to using their chainsaws. The workers were concerned about the strong smell and worried that starting the blowers or cranking the chain saw might ignite the gas. The gas company came out and the workers were using the equipment after talking to them.

[REDACTED] also reported that some company came to dig up the street in front of her house about a year ago. They worked awhile and when finished, they left the surrounding area disturbed. [REDACTED] called the local water company asking for the workers to come back and fix the excavation to make it look like it was before, but they never sent anyone there.

[REDACTED] also reported noticing the ground shifting in her back yard, creating a large hole. She wondered if the ground shifting in the area had anything to do with the gas leak as well.



National Transportation Safety Board
Washington, D.C. 20594

Transcript Errata

To: [REDACTED]

Reference: **Interview Regarding the January 24, 2024, Jackson Mississippi Home Explosion and Fire**
Accident No.: PLD24FR003

Attached is a summary of your phone interview on January 31, 2024, as a part of the ongoing investigation of the above referenced accident. The summary is provided for your review and comment to ensure its accuracy. It is not for public release.

Please review the summary and make any necessary editorial changes in the attached table or redline a copy of the document. Initial any changes when marking up or redlining the original document.

Please note that the summary must be treated as confidential at this time. The summary is for your use only, and not for release outside of the investigation. If you have any questions, please contact me by phone or email.

Thank you for your assistance and cooperation,



Elena Bozhko

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