



# National Transportation Safety Board

Washington, D.C. 20594

Office of Railroad, Pipeline and Hazardous Materials Investigations

## Interview Regarding Investigation PLD21FR002

**Atmos Energy Corporation Natural Gas-Fueled Explosion During Routine Maintenance in Farmersville, TX on June 28, 2021**

Name: Glen Carter  
Organization: Bobast Contracting  
Title: Operations  
Date of Interview: June 30, 2021

I have reviewed my transcript(s) from the above referenced accident and:

- I have no comments to make.
- My comments are submitted herewith.
- My comments are marked on the attached copy.

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of: \*

\*

NATURAL GAS-FUELED EXPLOSION \*

DURING ROUTINE MAINTENANCE, \* Accident No.: PLD21FR002

FARMERSVILLE, TEXAS \*

ON JUNE 28, 2021 \*

\*

\* \* \* \* \*

Interview of: GLEN CARTER, Operations

Bobcat Contracting

McKinney, Texas

Wednesday,  
June 30, 2021

APPEARANCES:

STEPHEN JENNER, Investigator  
National Transportation Safety Board

ALVARO RODRIGUEZ, Pipeline Accident Investigator  
Pipeline and Hazardous Materials Safety Administration

KEVIN COLTERYAHN, Pipeline Safety Inspector  
Railroad Commission of Texas

EDUARDO JIMENEZ  
Occupational Safety and Health Administration

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FESCO

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Atmos Energy

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I N T E R V I E W

(11:15 a.m.)

1  
2  
3 MR. JENNER: Good morning. My name is Stephen Jenner. I am  
4 an investigator with the National Transportation Safety Board, out  
5 of Washington, DC. Today is June 30th, 2021. The time is 11:15  
6 a.m. We are currently in this Springhill Suites in McKinney,  
7 Texas.

8 The purpose of this interview is to discuss the circumstances  
9 surrounding the pipeline accident that occurred on June 28th, 2021  
10 in Farmville, Texas. Today, we'll be talking with Mr. Glen  
11 Carter, from Bobcat. So let's go around the room and we'll have  
12 everyone introduce their selves.

13 Please state your name and spelling, and the title and who  
14 you're with. Again, I'm Stephen Jenner, S-T-E-P-H-E-N,  
15 J-E-N-N-E-R. I'm an investigator with the NTSB. And to my left.

16 MR. RODRIGUEZ: Alvaro Rodriguez. I am -- Alvaro,  
17 A-L-V-A-R-O, Rodriguez, R-O-D-R-I-G-U-E-Z. Pipeline Accident  
18 Investigator, Accident Division, Accident Division -- Accident  
19 Investigation Division with FEMSA.

20 MR. COLTERYAHN: Kevin, K-E-V-I-N, Colteryahn, C-O-L-T-E-R-Y-  
21 A-H-N, with the Railroad Commission of Texas, Pipeline Safety  
22 Inspector.

23 MR. JIMENEZ: Eduardo Jimenez, E-D-U-A-R-D-O, J-I-M-E-N-E-Z,  
24 with the Dallas area OSHA office.

25 MR. MEANS: Dwayne Means, D-W-A-Y-N-E, M-E-A-N-S. FESCO, El

1 Campo. I'm the ADM, Assistant District Manager.

2 MR. STREET: I'm Michael Street, M-I-C-H-A-E-L, S-T-R-E-E-T.  
3 I'm Director of Operations for Atmos Energy.

4 MR. CARTER: And Glen Carter, G-L-E-N, C-A-R-T-E-R,  
5 Operations for Bobcat Contracting.

6 MR. JENNER: Thank you. Glen, as we discussed previously,  
7 you're entitled to representation if you want. You are -- you  
8 choose not to for today?

9 MR. CARTER: Correct.

10 INTERVIEW OF GLEN CARTER

11 BY MR. JENNER:

12 Q. Great. Okay. Well, if you would start off and just tell us  
13 about your background, and how you got into pipeline industry and  
14 worked your way up to your current position?

15 A. I've got probably 35 years in construction background. I  
16 worked as a contractor for THU Energy, and Southwestern Bell  
17 Telephone. Then, I went from there to work for Southwestern Bell  
18 Telephone in the construction side and the repair side, for 20  
19 years.

20 A close friend of mine owns Bobcat Contracting and talked me  
21 into moving from the corporate world over to him, to bring some of  
22 the corporate atmosphere, because his business was growing. And  
23 so I brought my knowledge and expertise over to him, and then  
24 continued to grow and learn in that business.

25 Q. When did you start with Bobcat?

1 A. In 2014.

2 Q. And 2014, in what capacity were you there?

3 A. In the same capacity.

4 Q. Okay.

5 A. Operations.

6 Q. If you can just give us an overall description of your job  
7 duties, day-to-day, or week-to-week?

8 A. What I do every day is -- one of my biggest jobs is over  
9 training compliance. So each operator that we work for, they have  
10 separate training requirements. We have over 400 employees, so  
11 being hard to track, we, my team, we watch over who needs what  
12 training, when it expires.

13 You know, we facilitate getting them in before it expires,  
14 and we also facilitate EH&S training on top of that. So I have  
15 several safety people out in the field that we'll facilitate to a  
16 room like this. We'll have them come in, say, for example, do  
17 First Aid, CPR. We keep track of who needs what, when, and we  
18 facilitate that as well.

19 Q. Okay. In terms of training of specific operations and job  
20 duties, is that under your umbrella as well?

21 A. Yes.

22 Q. Okay. So you mentioned each operator has separate training.  
23 Atmos is one of the operators you contract with?

24 A. Correct.

25 Q. Approximately, how many other operators do you contract with,

1 Bobcat?

2 A. Let's see. Magellan, Explore, Energy Transfer, Enable [sic],  
3 Midstream. We also have an Overhead Division that works for  
4 Encore. And you know, there's various other -- I would probably  
5 say six or seven different main operators. But Atmos Energy is  
6 our main client.

7 Q. So how do you become aware of the training needs, as required  
8 by Atmos?

9 A. Atmos has what's called an OQ matrix. And so OQ stands for  
10 Operator Qualifications. And it's tracked through ISNetworld. So  
11 let's say for a General Laborer, they have certain criteria,  
12 certain training that they have to have, just to be a General  
13 Laborer. And that's five different tasks that they have to be  
14 trained on, to have -- hold those OQs.

15 Then when you move up to a skilled laborer that increases  
16 quite a bit. And a Skilled Laborer and your Foreman have the same  
17 exact amount of tasks that are required. So let's say a new  
18 employee comes in and has no pipeline experience whatsoever. Well  
19 then, we make sure that he starts out with AOC, Abnormal Operating  
20 Conditions.

21 And he goes through all of our training for First Aid, and  
22 those things; slips, trips, falls, the whole nine yards on that.  
23 He does that before he ever goes to the field. Then to learn to  
24 work for Atmos, he'll get his AOC, and he'll do his classroom  
25 training. Then he'll go out and work under a crew, like the one



1 we're talking about.

2 They are deemed short-service employees. They're given a  
3 green hard hat, a sticker. That way everybody knows that they are  
4 new to the job, and new to the tasks. And then the longer they're  
5 there, the more tasks that they get OQ'd on as they gain  
6 knowledge, until they get those five tasks that they get for  
7 General Laborer.

8 And we just continue to build on their OQ tasks, the more  
9 experience they get. And eventually, they will get enough  
10 experience to move up to Skilled Laborer, and depending on the  
11 employee, depends on how long that time takes.

12 Q. What is a typical time to move up to skilled employee,  
13 Skilled Laborer?

14 A. From zero? Gosh, it could be, you know, three or four years.

15 Q. Okay.

16 A. It really just depends on how quickly the employees pick it  
17 up, and how they perform out in the field.

18 Q. Okay. Now, once you're a Skilled Laborer, is that more  
19 specialized duties?

20 A. That means you can --

21 Q. What -- I'm sorry.

22 A. That means you can do anything, any task that Atmos wants you  
23 to do, that you have every single OQ that could be required of any  
24 job that they ask.

25 Q. Just a bit about the OQ, can you -- how is that handled? Is

1 that an external training, or internal, to Bobcat, if you could  
2 walk me through that?

3 A. We actually handle all our training in-house. So we handle  
4 the classroom portion of that training at our home office. And  
5 some of that we do out in the field, if it's necessary. But we'll  
6 do the classroom training there.

7 And then, depending on what the performance evaluation  
8 requires, we could have them do a simulation at our training  
9 facility at the office, or one of our performance evaluators can  
10 go do that in the field while actually observing them perform the  
11 task.

12 Q. Where is your training facility?

13 A. It's at our home office in Hillsboro.

14 Q. Okay. So you have instructors --

15 A. Yes.

16 Q. -- who are involved in that, and they're the ones who are  
17 doing the performance evaluations?

18 A. Correct.

19 Q. Okay. So once they get in the field, how is their  
20 performance monitored?

21 A. Their foreman keeps up with their performance. And he's the  
22 one that will determine -- well, it'll be the foreman and the  
23 superintendent. They'll determine how much more training this guy  
24 can take on in a given period of time, what his progress is, and  
25 so forth.

1 Q. Are you involved -- you yourself, are you involved -- once  
2 they're in the field, what is your level of involvement in terms  
3 of evaluating how they're progressing?

4 A. Once they're in the field, I talk to our superintendents and  
5 our field foremen. And if they request more training for the guy,  
6 we'll have a discussion over how far along he's gone, and what we  
7 feel like he can take on. It may just be one task or he may be so  
8 good that we could move him up for more tasks. It's just all very  
9 variable.

10 Q. Okay. And how often will the foreman or superintendent  
11 report to you about someone's progress?

12 A. When they're ready -- when they think they're ready to take  
13 that next step.

14 Q. Okay.

15 A. Because it's -- let's say they're a new employee. Usually  
16 within six months, we think they should be up to the point where  
17 they have their five General Laborer OQs. And they'll be -- if we  
18 feel they're good enough, then we will take the green hard hat and  
19 give them a white hard hat like everyone else.

20 But there are times where we discuss that employee, and we  
21 don't think he's ready for that yet, and we'll extend his  
22 training. So we talk quite often during that process. And I  
23 speak with these foremen and superintendents constantly.

24 Q. I see. Let me talk a little more specifically about the  
25 events around the accident.

1 A. Sure.

2 Q. Could you talk about who was out there for Bobcat and their  
3 titles?

4 A. Sure.

5 Q. Okay. I'll let you speak on that.

6 A. Okay. Ethan Knight [sic]. We hired him in January. He had,  
7 I think, almost two years of prior pipeline experience. However,  
8 we still consider him a short-service employee since he didn't  
9 have that experience with us. And he would have had a green hard  
10 hat on out there to signify that, with a sticker. But Ethan had  
11 completed his General Laborer OQs.

12 So he was very close to making the next step up to Skilled  
13 Laborer. Or we would have been working towards that. Adolfo, he  
14 had already gained that experience, and he already had his Skilled  
15 Laborer OQs. And he's been with us a while. I can't remember the  
16 exact years.

17 Q. Approximately?

18 A. Over five.

19 Q. So of the two, he would have been the one in charge of --

20 A. Marco would have been in charge of all of them. Marco was  
21 the foreman on site. And Marco would have had all the same OQs  
22 that Adolfo had, being a Foreman. But yes, Adolfo would have been  
23 higher on the totem pole than Ethan.

24 Q. Okay. Okay. From what you know of Ethan, were you  
25 monitoring his progress up until --

1 A. Yes.

2 Q. -- just a few days ago?

3 A. Yes.

4 Q. So what can you tell us about his progress?

5 A. Of the last time that I talked to Marco and Marshall, you  
6 know, I asked about him, and he -- they -- all throughout his  
7 tenure here, they said he was progressing ahead of the curve, that  
8 he picked up everything really quickly. Very smart, and a very  
9 good work ethic.

10 Q. In terms of his duties out there, on -- for what they were  
11 doing on that day, what is your expectations of his duties and  
12 role responsibility?

13 A. His duties are everything except for touching the equipment.  
14 Because all he would have been doing there was ground work.

15 Q. Such as?

16 A. Such as, strapping the pig, if he was ordered to, to the  
17 bucket. Placing the pig in the barrel, holding onto the push-  
18 pole, things of that nature. If they needed him to go pick up any  
19 --

20 Q. Right.

21 A. -- you know, any extra materials or anything like that, he  
22 would have been the one to go do that.

23 Q. Right. What would be his background in terms of, oh, the  
24 science behind gas, and pressure, and you know, explosive levels,  
25 and things like that?

1 A. Well, we -- you know, that's part of his classroom training  
2 is, you know, learning how to use a gas monitor, you know, the  
3 properties of gas, the LELs, all of that stuff. And then he would  
4 have learned a ton of that stuff on the job as he went on,  
5 especially with the pigging crews, because pressure's what they  
6 deal with constantly, all day long.

7 Q. Mm-hmm. Okay. In terms of equipment that you provided them,  
8 to read gas and things like that, what do you guys equip them  
9 with?

10 A. Each person that works for Atmos has their own RKI-3X -- I  
11 mean, GX-3R. It's a personal four-gas monitor. And the crew will  
12 also usually have two or three four-gas gas monitors that have a  
13 pump, where they can read atmospheric conditions constantly.

14 Q. Okay. And in terms of Adolfo, what would have been his  
15 responsibilities that day?

16 A. His responsibilities would have been about the same as  
17 Ethan's, except if he had actually needed to move equipment or  
18 anything like that, he has the OQs to do that.

19 Q. And equipment, such as --

20 A. An excavator.

21 Q. Okay. Okay. And for Marco, what -- your expectations of his  
22 responsibilities?

23 A. Marco? He's been here with Bobcat, I think around eight  
24 years. And he was another guy that learned fast, hard work ethic,  
25 very smart, and you know, took all the training he needed pretty

1 quickly. So he had all the Skilled Laborer OQs, and he had shown  
2 over the years that he was responsible enough to watch over a crew  
3 of guys, from a technical standpoint to a safety standpoint.

4 You know, he keeps up with all their training as well, and  
5 kept very good notes. I know that. And we -- he -- it was  
6 determined that he was responsible enough to run a crew. He had  
7 the technical savvy and the responsibility.

8 Q. Okay. We know -- we've learned that two officials from Atmos  
9 were on site. What is your expectations of the coordination  
10 between Bobcat and Atmos, and FESCO?

11 A. Well, they -- as you've heard with Marco, they're a team.  
12 They all work in unison together. They all watch out for each  
13 other. I mean, everything is tightly coordinated. The Atmos guys  
14 have all the same OQs that our guys have. They all have the same  
15 level of knowledge or greater. And everybody works with each  
16 other, never had any conflicts. It's just -- it's a smooth-run  
17 operation.

18 Q. Okay. We heard that they'd been there for several days, and  
19 in the beginning, there were safety briefings. They -- it seems  
20 like those stopped, the safety briefings, after several days.  
21 What is your expectations in terms of safety briefings?

22 A. Our expectations is there's a JSA done every morning. And  
23 that's a Job Safety Analysis. And usually, that would be done  
24 every morning, like a tailgate session. They'll talk about --  
25 it'll be them, it'll be the Atmos reps, and it'll be FESCO in this

1 case. And they'll all talk about what they're going to do that  
2 day, and what the operation involves, and if there's any AOCs or  
3 anything like that.

4 Q. Right. So when you heard that that was not done, the JSA,  
5 for a couple of those days, did that surprise you?

6 A. It did.

7 Q. Okay. What -- if you're not conducting one of those, what  
8 are you missing out on?

9 A. In the case of these pigging crews, their job is so routine,  
10 they do the exact same thing every day. It rarely ever changes.  
11 But it's just a reminder every morning that, you know, there could  
12 be dangers. What we're looking for, making sure nothing has  
13 changed in their job description, or the description of the work  
14 they're going to do, the scope of work.

15 Q. Mm-hmm. You heard from earlier interviews about the weather  
16 conditions and the rain.

17 A. Right.

18 Q. When you heard that description, did anything concern you?

19 A. No. As long as there's no lightning and it's not really  
20 heavy rain --

21 Q. Mm-hmm.

22 A. -- that doesn't really hurt me.

23 Q. Okay. We also heard about a flame that wouldn't go out  
24 several days earlier --

25 A. Right.



1 Q. -- and they had to adjust the valve. Did that concern you,  
2 when you heard that?

3 A. You know, a little bit, but they were monitoring pressure.  
4 They were monitoring the gas, so you know, knowing that they  
5 didn't try to proceed that day, they worked to come to a  
6 resolution. So they did get the gas turned off, and once  
7 everybody, you know, the Atmos guys are there, they're not going  
8 to let them work in an unsafe condition.

9 Q. Mm-hmm.

10 A. And -- so as long as the gas was clear, then that was good.

11 Q. Okay. Is there anything that you heard in the earlier  
12 interview that gives you pause or concern?

13 A. Not really. I mean, to me, it sounded like it was another  
14 routine job, nothing changed. There wasn't a wrench thrown into  
15 it anywhere, so it really sounded like it was the exact same job  
16 that they had been performing every single day, over and over.

17 Q. Okay. So you have a crew of three people, and Marco's in  
18 charge, so he's sort of monitoring their performance. Do you ever  
19 have a person such as yourself or other field people come in and  
20 observe the crew themselves?

21 A. Yes.

22 Q. -- okay. If you walk me through that, please.

23 A. Yes, we have, like I said, I have a safety team as well. And  
24 those people will go in and do spot checks. And it may be an  
25 announced visit, where they're going to come in and do some other

1 training or bring some equipment in, or they may just stop in  
2 unannounced and observe the work going on.

3 Q. Okay.

4 A. And I do the same thing. If I'm traveling to another town,  
5 I'll usually look, see what kind of job is going on around there,  
6 and I'll make a stop.

7 Q. Right. How often might this occur, that someone pops in  
8 either announced or unannounced?

9 A. Oh, it's weekly.

10 Q. Oh, week -- is that right?

11 A. Yes.

12 Q. And so they'll be on-site for a short -- for a period of  
13 time?

14 A. Sure.

15 Q. And --

16 A. And our guys work all over the state and our safety people  
17 move around all over the state, so you never know -- you could be  
18 visited three times in a row. You just never know.

19 MR. JENNER: I see. And that's all the questions I have  
20 right now. Thank you very much --

21 MR. CARTER: Sure.

22 MR. JENNER: -- and we'll go around to my left. Just  
23 introduce yourself.

24 BY MR. RODRIGUEZ:

25 Q. Thank you. Alvaro Rodriguez with FEMSA. How do you keep

1 track of OQs?

2 A. OQs, we track it through ISNetworld.

3 Q. Okay.

4 A. So each guy will have a set of papers that show all of his  
5 training, when it was done, and when it expires. And the very top  
6 of that page will show his earliest expiration date. So it's easy  
7 to tell when someone is about to come out. Plus, in ISNetworld,  
8 we have a report set up that sends us a report, 30 -- 90 days, 60  
9 days, 30 days, on people that are coming up on expirations.

10 Q. Okay. And do you have employees sign up, or sign any sheet  
11 when they attend the OQs, the training?

12 A. When they come in and do the training, they actually log in  
13 --

14 Q. Okay.

15 A. -- to take their classroom training, and then when the guys  
16 go in the field to do the performance evaluations, they also sign.

17 Q. Okay. And is everything in a classroom, or do you have any  
18 virtual training?

19 A. Some of it's virtual. We can assign certain tasks virtually.

20 Q. Okay.

21 A. And they can take the classroom training on an iPad.

22 Q. Mm-hmm.

23 A. And once that's done, then the performance evaluator can go  
24 out and do his evaluation, if it requires one.

25 Q. Okay. And the OQ is based on different tasks, right?

- 1 A. correct, each task.
- 2 Q. And -- okay. And you have different evaluation performance  
3 requirements? Is that correct?
- 4 A. Correct.
- 5 Q. Are those based on your curriculum, or just based on Atmos,  
6 that's --
- 7 A. That's based on Atmos' curriculum.
- 8 Q. Oh, okay.
- 9 A. Each operator has their own --
- 10 Q. Mm-hmm.
- 11 A. -- their own thing.
- 12 Q. Oh, okay. Do you develop material for them, or --
- 13 A. No.
- 14 Q. -- how does it work?
- 15 A. No. That material is provided by NCCR, EnergyWorldNet --
- 16 Q. Okay.
- 17 A. -- to them, and then that's what we use.
- 18 Q. Oh, okay. Thank you. And one of the questions I have is in  
19 terms of the communication between the Foremen, the  
20 Superintendent, and you.
- 21 A. Okay.
- 22 Q. So how does that work, in terms of, overall, like, in terms  
23 of either the compliance with OQ, or completing tasks or anything?
- 24 A. Like, our communication could be as simple as, you know,  
25 Marco calling me, and saying, hey, Ethan's doing a great job. I

1 think we're ready to start moving him up towards a Skilled  
2 Laborer.

3 Q. Okay.

4 A. And then, you know, Marshall, his superintendent, could go  
5 out there and make an observation the same way, and concur, and  
6 let me know. Or I may go out and watch him work --

7 Q. Okay.

8 A. -- and make that determination on my own.

9 Q. Oh, okay. And do you consider those bonus points or extra  
10 information that you put in the record, or --

11 A. No.

12 Q. -- how do you treat that information?

13 A. Not really.

14 Q. Okay.

15 A. Not really.

16 Q. Okay. And do you make any recommendations, or -- to Atmos  
17 for promotions?

18 A. No. No, not really. I mean, we do -- we just determine, you  
19 know, when those guys are ready for that role.

20 Q. Okay.

21 A. And like I said, the Atmos reps on-site, if they're not  
22 comfortable with that guy --

23 Q. Okay.

24 A. -- then they're going to come to us and tell us. And if it  
25 doesn't look like -- if it looks like he's overwhelmed --

1 Q. Mm-hmm.

2 A. -- they're not going to let him do that task, and they're  
3 going to let us know.

4 Q. Okay. Have you dealt with any incidents or events when an  
5 employee or a technician has to go through re-training?

6 A. Yes. Yes, we have.

7 Q. Okay. And can you describe or can you go through that  
8 process?

9 A. Sure. You know, it's been a long time, but --

10 Q. Mm-hmm.

11 A. -- we've had incidents where we've had a minor line strike.

12 Q. Okay.

13 A. So let's say we've got a guy, a spotter, and an excavator  
14 operator, and they've scraped the coating off a pipe.

15 Q. Okay.

16 A. Well, obviously, they're operating in a Tolerance Zone, or it  
17 wouldn't happen. So we've taken those employees and gone through  
18 a re-training process with them, before we release them back to  
19 the field.

20 Q. Okay.

21 A. And then we'll provide evidence of that back to Atmos, that  
22 those guys have been re-trained.

23 Q. Okay.

24 A. That's just one example.

25 Q. And do they have to be pulled out of the field?

1 A. Yes.

2 Q. In -- before they are --

3 A. Yes.

4 MR. RODRIGUEZ: Okay -- go back into it. Okay. At this  
5 moment, that is everything that I have. Thank you.

6 MR. CARTER: Oh. Thank you.

7 BY MR. COLTERYAHN:

8 Q. Kevin Colteryahn, with the Railroad Commission of Texas. I  
9 want to just elaborate more on the classroom training. What does  
10 that actually consist of? Is that taking training modules from  
11 ISNetworld that they're doing on a pad, iPad or something? Or how  
12 --

13 A. They can be taking training modules through an iPad with  
14 EnergyWorldNet, or it can be book classroom training through NCCR.  
15 We have both.

16 Q. Okay.

17 A. Because we can do the classroom training with the textbooks,  
18 you know, this thick. We can have three or four guys in a class,  
19 and let's say we're doing flanges, and we go through the classroom  
20 training with that. Well then, once we're finished and we feel  
21 like they've got the competent training, then they will log on to  
22 the computer with ISNetworld, and take -- or NCCR, excuse me, and  
23 take the test for that training.

24 Now, if they pass that test, then they move to the  
25 performance evaluation. If they don't pass that test, we can go

1 through re-training again, and they can take that test the next  
2 day. And if they don't pass it then, then we go back through re-  
3 training again and they have to wait seven days to re-test.

4 Q. Okay. So the testing's on record through NCCR?

5 A. Yes, sir.

6 Q. -- for that part.

7 A. Or EnergyWorldNet.

8 Q. EnergyWorldNet. Okay. And then, you would -- the  
9 performance evaluation would be, a Bobcat evaluator --

10 A. Correct.

11 Q. -- he'd have a record or he's checking off the performance --

12 A. Yes, sir.

13 Q. -- and you'd have that record, hard copy record of them  
14 passing --

15 A. Yes, sir.

16 Q. -- the field evaluation? Okay. In the testing evaluation  
17 process, how are AOCs addressed, their knowledge of AOCs? Is that  
18 on the test that they're taking online? Is that part of the  
19 performance evaluation --

20 A. It's both.

21 Q. -- in the field?

22 A. Yes, sir. They -- there's actually AOCs that they're going  
23 to take a test on. It's -- and they'll also either watch a video  
24 through EnergyWorldNet, or take the classroom training with the  
25 textbook. Then they'll take that test, and then they'll be



1 quizzed out in the field by one of the performance evaluators on  
2 AOCs, and how to respond and react to them.

3 Q. Okay. And are these, are these company-specific type tests,  
4 which you have something different for Atmos, as opposed to  
5 Magellan or Energy Transfer, for them to qualify for?

6 A. Most of those -- most of the companies on the AOCs are pretty  
7 tight. It's pretty much the same material. Energy Transfer is a  
8 little different, but Magellan, Explorer, Atmos, Enterprise, are  
9 all right there together. Theirs, if you take that training  
10 through NCCR, the actually will cross over to each other. So if  
11 you take that for Atmos, it'll actually show up on your Enterprise  
12 OQs as well.

13 Q. Okay. And so Marco was the lead of the crew on location?  
14 And you said he would have -- he was the Skilled Laborer-level OQ?

15 A. Yes, sir.

16 Q. He would have everything and be Skilled Laborer? And that  
17 would be the same as Adolfo?

18 A. That's correct.

19 Q. So with Marco being in the excavator, Adolfo on the ground  
20 would have the same qualifications? He can perform pigging tasks  
21 --

22 A. Correct.

23 Q. -- without the use of span and control?

24 A. Yes, sir.

25 Q. Okay. Whereas Ethan would not be allowed to be do --

1 A. That's correct.

2 Q. -- anything without the -- one of the other Skilled --

3 A. Yes, sir.

4 Q. -- existing -- okay. All right. Are -- do y'all require,  
5 would y'all require as the set of procedures for the task being  
6 conducted, on site with the crew leader, whether it's an Atmos  
7 project, an Energy Transfer project, whatever company-specific  
8 task for pigging would be, would that be -- would that procedure  
9 be required, to be on location?

10 A. I don't believe that procedure is required to be on location.  
11 That is something we're probably going to look into, but the  
12 superintendent, knowing that the guys know the procedure inside  
13 and out, you know, that would be a reason they didn't have a  
14 written procedure with him on-site.

15 The only procedure they're actually required to have is that  
16 Appendix B with Atmos. And that's in case of a line strike or gas  
17 release, any kind of emergency of that nature. And they have that  
18 written procedure in their trucks at all times.

19 Q. Okay. So during our questioning and discussion with Marco,  
20 he indicated that he's well comfortable with a shut-down, a  
21 stoppage of work process --

22 A. Sure. Stop-Work --

23 Q. -- if he -- yeah, if he deemed it was unsafe. Without a  
24 requirement or having those procedures on-site, if you were to  
25 reflect -- need to reflect on that, how would they reflect back to

1 say that we're following procedures or maybe we got off our  
2 procedure in the task?

3 A. Well, they've got so many sets of eyes on them. You know, I  
4 know that the two Atmos guys are not going to let them get out of  
5 step with procedure. And our guys know the procedures, all three  
6 of them. So one of those guys is going to stop work, use Stop-  
7 Work authority if they see something wrong, or them going in the  
8 wrong direction.

9 Q. And you would you expect that with the Atmos FCCs on-site  
10 that they would have a copy of procedures if needed?

11 A. I couldn't answer that.

12 MR. COLTERYAHN: Okay. I believe that's all I have at the  
13 moment.

14 MR. CARTER: Okay.

15 MR. COLTERYAHN: Thank you.

16 MR. MEANS: Yes, sir.

17 MR. JENNER: Dwayne, do you have any questions?

18 MR. MEANS: No, sir.

19 MR. JENNER: Okay.

20 MR. MEANS: I don't have any.

21 MR. JENNER: Let's -- Mark -- Mike.

22 MR. STREET: Yes, sir, just a couple of little, quick follow-  
23 up questions.

24 MR. CARTER: Sure.

25 MR. JENNER: If you just -- oh, sorry.

1 MR. STREET: Michael Street, with Atmos Energy.

2 MR. JENNER: Thank you.

3 BY MR. STREET:

4 Q. So does Bobcat have an independent safety manual?

5 A. Yes, sir. We do. Each employee has a copy of it, a digital  
6 copy.

7 Q. So you go through formal training through Bobcat on your own  
8 safety manual?

9 A. Yes, sir.

10 Q. And would that Stop-Work authority be a part of your safety  
11 manual?

12 A. Absolutely.

13 Q. Specifically called out?

14 A. Yes.

15 Q. And I don't want you to speculate, but is there -- do you  
16 have any correlation between your safety manual and companies like  
17 Atmos or Magellan or any of the other pipeline companies that you  
18 operate with?

19 A. We actually will incorporate different things from different  
20 companies in there, if it -- we use the best practice. And so we  
21 take a little something from everybody, and you know, we follow  
22 our own safety manual, as you well know. And you have yours, but  
23 ours is what we follow.

24 But we use something from everybody. If we just see a  
25 procedure or something that works better, or we think it's safer,

1 then we'll adapt that policy and reflect that in our HSE manual.

2 We usually have six or seven revisions a year to our manual.

3 Q. In terms of communication from Atmos Energy, our construction  
4 management group, do you feel like you get a lot of communication  
5 from our company -- procedure updates, safety updates, safety  
6 bulletins?

7 A. Absolutely.

8 Q. What -- what's your experience with communication on safety  
9 from Atmos Energy?

10 A. I would say it's the best in the industry, with everybody we  
11 work with. I mean, every year, Atmos emphasizes they're a safety  
12 company first. And we've adopted that same outlook. And anything  
13 that ever happens is, if there's a lesson learned or anything like  
14 that, they're always very good at sharing it with us. I mean, on  
15 every level. So I mean, they've exceeded all expectations that  
16 way.

17 Q. And I just have one other question about the OQ process. So  
18 once a student has taken their OQ test, and they're ready for the  
19 Keys -- we call it the Keys Skills Assessment --

20 A. Sure.

21 Q. -- out in the field, is it the crew Foreman or something on  
22 the crew doing that Keys up, the assessment? Or is it that  
23 somebody independent of that crew that's evaluating them to ensure  
24 that they're following the OQ task?

25 A. No, it's totally independent. It's -- it's one of our safety

1 guys that's been -- or a superintendent outside of that  
2 organization, that we've got as a performance evaluator. And  
3 they've all had to go be certified themselves, to carry that  
4 title. But it's never somebody on that crew.

5 Q. Somebody completely independent?

6 A. Yes, sir.

7 MR. STREET: Okay. That's all I have. Thank you.

8 MR. CARTER: You're welcome.

9 MR. JENNER: This is Steve Jenner. Actually, I do not have  
10 any follow-up questions, but we'll go around the room one more  
11 time.

12 MR. CARTER: Sure.

13 BY MR. RODRIGUEZ:

14 Q. Thank you. Alvaro Rodriguez, with FEMSA. Two more  
15 questions.

16 A. Sure.

17 Q. Would you expect other contractors taking part of any  
18 operations being conducted in the field? Like, one example is  
19 when, if they are working on pigging operations, and that would be  
20 Bobcat --

21 A. Mm-hmm.

22 Q. -- if employees from FESCO are helping out, would you expect  
23 those FESCO employees to be qualified for that task?

24 A. Absolutely. And before FESCO can come on the site --

25 Q. Okay.

1 A. -- the FCCs are going to check their OQ qualifications, as  
2 well.

3 Q. Okay.

4 A. So if they're -- if they don't meet the qualifications, they  
5 can't be there.

6 Q. I understand.

7 A. Yeah.

8 Q. And it would be also the same for Bobcat helping get tasks  
9 done, and --

10 A. Yes

11 Q. -- tasks guys conducting?

12 A. Yes.

13 Q. Okay. Sounds good, thank you very much.

14 A. You're welcome.

15 MR. RODRIGUEZ: And that -- those are the questions that I  
16 had.

17 MR. CARTER: Okay.

18 MR. RODRIGUEZ: Thank you. I don't have any further  
19 questions.

20 BY MR. COLTERYAHN:

21 Q. Kevin -- excuse me. Kevin Colteryahn, with the Railroad  
22 Commission. So on the -- during these pigging operations, prior  
23 to the incident day and the incident day, is there a record that  
24 -- or would Atmos have a record of checking off those OQs of your  
25 personnel before the jobs were --

1 A. Yes, sir.

2 Q. So they, they checked that off, and there's a record that  
3 they've checked and clarified --

4 A. Yes. The FCCs check -- or the inspector, whoever's on the  
5 job, they check their OQs before they're allowed on the site.

6 Q. Okay. Okay. Has Atmos ever audited Bobcat's OQ program?

7 A. I don't believe Atmos has, but we've been audited through  
8 NCCR, and also VeriForce, and also a few audits through  
9 EnergyWorldNet.

10 MR. COLTERYAHN: Okay. All right. That's all I have.

11 MR. CARTER: Okay.

12 MR. MEANS: Dwayne Means, no questions.

13 MR. JENNER: Okay.

14 MR. STREET: Michael Street, no follow-ups.

15 BY MR. JENNER:

16 Q. Okay. Thank you. I know I've asked you this. This is Steve  
17 Jenner. Earlier, just -- I'll ask you a second time.

18 A. Sure.

19 Q. From what we heard in the earlier interviews about -- about  
20 anything, about the equipment and the process and the procedures  
21 and -- did you hear anything that gave you concern about how the  
22 operations should have been handled?

23 A. Actually, no. It seems like they handled everything by the  
24 book. It looks like it was textbook.

25 Q. Okay, and this -- here's a question, only if you're



1 comfortable answering.

2 A. Sure.

3 Q. We're still early in the investigation. Do -- from what  
4 we've learned, just through talking through, you know, one  
5 interview before, do you have any thoughts about what went wrong?

6 A. I actually don't. It's -- you know, I've been laying there  
7 thinking about it forever, you know? And I just really can't put  
8 my finger on it. I mean, everything seemed to have been done  
9 properly. So I'm baffled.

10 MR. JENNER: I appreciate that. One more, I'm -- look around  
11 the room. If there are any follow-up questions, I don't see  
12 anything. So it is 12:00, we'll end the interview, and thank you  
13 very much for your time.

14 MR. CARTER: You are certainly welcome.

15 MR. JENNER: Okay.

16 MR. RODRIGUEZ: Thank you.

17 MR. CARTER: Yes, sir.

18 (Whereupon, the interview was concluded.)  
19  
20  
21  
22  
23  
24  
25

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:           NATURAL GAS-FUELED EXPLOSION  
                                  DURING ROUTINE MAINTENANCE,  
                                  FARMERSVILLE, TEXAS  
                                  ON JUNE 28, 2021  
                                  Interview of Glen Carter

ACCIDENT NO.:                PLD21FR002

PLACE:                         McKinney, Texas

DATE:                         June 30, 2021

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.



Milton Ordakowski III  
Transcriber