



## National Transportation Safety Board

Washington, D.C. 20594

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Name: Marlo Sutton

Department Atmos Energy / Mid-Tex Technical Services

Title: Director of Regulatory and Compliance

Date of Interview: April 24, 2018

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.

[Redacted signature area]

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UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: \*

NATURAL GAS-FUELED EXPLOSION OF \*  
RESIDENCE, DALLAS, TEXAS \*  
FEBRUARY 23, 2018 \*

Accident No.: PLD18FR002

\* \* \* \* \*

Interview of: MARLO SUTTON

Marriott Courtyard Hotel  
Plano, Texas

Tuesday,  
April 24, 2018

## APPEARANCES:

ROGER EVANS, Senior Pipeline Investigator  
Pipeline Accident Investigation Group  
National Transportation Safety Board  
Washington, D.C.

JIM COLLINS, Regional Manager  
Railroad Commission of Texas  
Dallas-Fort Worth, Texas

JOHN McDILL, Vice President  
Atmos Energy, Pipeline Safety  
Dallas, Texas

CHRIS McLAREN, PHMSA DIMP Coordinator  
Houston, Texas

THOMAS TOBIN, Attorney  
Wilson Elser  
(On behalf of Mr. Sutton)

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I N T E R V I E W

(3:10 p.m.)

MR. EVANS: On the record with Marlo Sutton.

Good afternoon. Today is April 24th. It is now 3:10 p.m. My name is Roger Evans. I'm with the National Transportation Safety Board. I'm a senior pipeline investigator with the Pipeline Accident Investigation Group out of Washington, D.C. For this accident, I'm the investigator in charge. We're at the Marriott Courtyard Hotel in Plano, Texas.

This interview is being conducted as part of the investigation into the fatality home explosion that occurred on February 23, 2018, in a West Dallas suburb situated just north of the Love Field. The NTSB Case Number for this accident is PLD18FR002.

The purpose of the investigation is to increase safety, not to assign fault, blame or liability.

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

Ms. Marlo Sutton, please provide the spelling of your name, the company you work for and your job title.

MS. SUTTON: Sure. Marlo Sutton, M-a-r-l-o, Sutton, S-u-t-t-o-n. I work for Atmos Energy, and I'm the Director of Regulatory and Compliance.

1 MR. EVANS: Okay. Thank you.

2 You're permitted to have one person, other person present  
3 during the interview. This is a person of your choice,  
4 supervisor, friend, family member or nobody at all. Please state  
5 for the record who you have selected?

6 MS. SUTTON: Thomas W. Tobin.

7 MR. EVANS: Okay. And, Mr. Tobin, for the sake of the  
8 record, can you please give us your name and spelling and who your  
9 affiliation is?

10 MR. TOBIN: My name is Tom Tobin, T-o-b-i-n. I'm an attorney  
11 with the Wilson Elser law firm in New York.

12 MR. EVANS: Thank you. And I'd like to go around the room  
13 and have each person state their name, with their spelling, title  
14 and agency or organization they're representing.

15 MR. COLLINS: Jim Collins, J-i-m C-o-l-l-i-n-s, Regional  
16 Manager for the Railroad Commission of Texas, Dallas-Fort Worth.

17 MR. McDILL: John McDill, M-c-D-i-l-l, Vice President,  
18 Pipeline Safety with Atmos Energy in Dallas.

19 MR. McLAREN: Chris McLaren, C-h-r-i-s M-c-L-a-r-e-n, PHMSA  
20 DIMP Coordinator, Houston, Texas.

21 MR. EVANS: Well thank you, Marlo, for coming in today. We  
22 really appreciate it. I know yours is not going to be hopefully  
23 too long of an interview, but we expect it to go on for a while.

24 INTERVIEW OF MARLO SUTTON

25 BY MR. EVANS:

1 Q. So before we begin, can you give us some background  
2 information, starting with your education?

3 A. Sure. I graduated from Texas A&M University with a bachelor  
4 in civil engineering in 2003. I also have a master's, MBA from  
5 Southern Methodist University. I believe I graduated in 2013.  
6 I'm a licensed professional engineer with the State of Texas.

7 Q. Okay. Thank you. And how many years have you been with the  
8 firm?

9 A. Six, just over six.

10 Q. Okay. And can you take us through your start position and --

11 A. Sure.

12 Q. -- how you progressed, and how many years in each area?

13 A. Sure. I hired on with the company in 2012, January of 2012.  
14 I started in the System Planning Group as an engineer, and  
15 progressed into my career as an engineer from a -- I believe it  
16 was an Engineer I at the time and then became a senior engineer  
17 shortly before I left that group.

18 I was with that System Planning Group for almost 3 years, and  
19 moved into a leadership role with our Northeast Operating Region,  
20 as an operations manager. And I was in that role for a little  
21 more than a year and a half, and then I moved into this role as  
22 the Director of Regulatory and Compliance. And I've been in this  
23 role for just two years, just about two years, coming up in May.

24 Q. And how many reports do you have, to you?

25 A. Direct reports?

1 Q. Yes.

2 A. Let me see. I have, I believe seven, eight.

3 Q. Seven or eight reports?

4 A. Yeah.

5 Q. And do any of those reports have reports to them?

6 A. Yes, they do.

7 Q. They do. And what does that overall -- is that a lot of  
8 people?

9 A. Overall, I believe my umbrella encompasses a little over 70  
10 people.

11 Q. Okay. But you personally supervise those seven or eight?

12 A. Right. I have a variety of managers and supervisors in my  
13 organization, and then folks who roll up to those individuals.

14 Q. Okay. So from an administrative point of view, you do  
15 employee reviews and things like that for those seven, and not the  
16 people down --

17 A. Exactly.

18 Q. -- below. Okay. That's what I was trying to get at. Okay.  
19 And give us a, the thumbnail sketch of what your job entails.

20 A. Sure. So part of what I do includes regulatory reporting.  
21 So all of our annual reports, all of our incident reporting,  
22 things of that nature. My team is also responsible for records  
23 gathering and maintaining, as well as oversight and editing of our  
24 GIS systems. My team also handles damage prevention, related  
25 activities, as well as administration of OQ activities. And then



1 another portion also involves public awareness. I think that's  
2 the high level view of it.

3 Q. I see why you have seven people. It's obvious. So, you  
4 know, one of the areas that we're most interested in has to do  
5 with the collection of data, like GIS data, leak survey data, you  
6 know, that's an area that we really want to delve into --

7 A. Okay.

8 Q. -- in a lot of detail. The reporting side, you know, annual  
9 reports and incident reporting, I mean as far as my own personal  
10 questions, I probably won't go there, but I would say the GIS and  
11 damage prevention are the two areas that we really want to delve  
12 into.

13 A. I should have also mentioned assistance with operations on  
14 our leak surveys. So.

15 Q. I'm sorry. What was that?

16 A. Assistance with our operations group on leak surveys.

17 Q. Okay.

18 A. Just the program administration piece.

19 Q. Okay. And that's a big part -- I may have to ask you to talk  
20 louder by the way.

21 A. Okay.

22 Q. You're a soft spoken person. That may -- you may not --

23 A. Okay. Yes.

24 Q. The transcriber might have a little trouble.

25 A. Okay. Sure.

1 Q. Okay. Excuse me. Okay, so one of the things we're curious  
2 about is when a grade 1, grade 2 leak is discovered, or grade 3  
3 leak is discovered, and that information somehow makes it to some  
4 sort of a GIS something, can you go through that process for us?

5 A. Sure.

6 Q. How that information gets collected, recorded and used.

7 A. Collected, recorded and used. Okay. Sure. So the  
8 technician is the individual who will put that information into CM  
9 Plus and -- of course, is short for compliance -- it's our  
10 compliance management system.

11 Q. CM Plus is called compliance management?

12 A. Uh-huh.

13 Q. Okay. Okay.

14 A. So our technicians will capture the information on those  
15 leaks into that system, and those leaks, as they're putting them  
16 in there, will -- should include a lat/long, a latitude and  
17 longitude --

18 Q. Right.

19 A. -- associated with them. And so from there, it allows our  
20 folks on our GIS side to show those spatially, in our GIS system.

21 Q. Okay. I'm not going to try -- I'm going to try my hardest  
22 not to interrupt you, but sometimes while you're on the subject, I  
23 almost have to.

24 A. No, that's okay. Okay.

25 Q. I almost have to interrupt you. So when you said that once

1 this -- the technician has this lat/long, and it goes into the  
2 system, is that electronic? I mean is it -- is the -- does the  
3 technician out in the field actually transmit a lat/long← or is it  
4 downloaded from this device or how is that lat/long --

5 A. Sure. Obtained?

6 Q. Yes.

7 A. So typically they will use our system called Field Smart, and  
8 it is a mapping system that they have on their MDT, of which I  
9 don't know the acronym, but it's their computer. It's their --

10 Q. Okay.

11 A. -- computer within their unit.

12 Q. And that's Nancy Don Tom, like that, NDT.

13 A. I'll have to check. I don't know it. M -- Oh, that's right,  
14 yes.

15 (Simultaneous speaking.)

16 MR. EVANS: Okay.

17 MR. McDILL: Field laptop.

18 MS. SUTTON: I thought you were trying to be funny. So --  
19 right. So there's a system called Field Smart, and it's their  
20 mapping system. And then they can obtain a lat/long there and  
21 then transcribe that into CM Plus.

22 BY MR. EVANS:

23 Q. And is that part of the <sup>Sensit</sup>~~sense-it~~ gun -- device or that's  
24 completely different --

25 A. That's a completely different --

1 Q. So when they have the bar hole, they actually locate that bar  
2 hole with a probe and then that probe gets a -- they do the  
3 lat/long from where the probe was taken?

4 A. That -- oh, you mean do they have that unit right there next  
5 to them?

6 Q. Yes.

7 A. Do they have the MDT right there next to them?

8 Q. Right.

9 A. No, they typically will have their MDT within their vehicle.

10 Q. So that means they're making a sketch out in the field, and  
11 they take that sketch and input the data into the --

12 A. I believe so. To get the details on that, I think maybe  
13 asking somebody in that --

14 Q. Okay.

15 A. -- vein on how that's actually captured, in the operations  
16 group can actually give you the rundown on how exactly that's  
17 happening.

18 MR. EVANS: Yeah, just so -- this is Roger Evans again, to  
19 John. Just so we don't have to do another interview, can we  
20 request that doc --

21 MR. McDILL: Sure.

22 MR. EVANS: -- of how that information gets to the MDT, and  
23 then if you could answer that in an e-mail, however it does. I  
24 don't need the system. I just want to know how that happens.

25 MR. McDILL: Okay.

1 MR. EVANS: If you can give us that as an e-mail.

2 MR. McDILL: Sure.

3 BY MR. EVANS:

4 Q. Okay. I'm sorry. Go ahead.

5 A. Sure.

6 Q. So you collect the data.

7 A. Right.

8 Q. And it makes it to some technician in an office who basically  
9 takes that file, I guess, from the Compliance Management Plus, and  
10 then puts that into some system and then you start getting data,  
11 longitude and latitude data for all the leaks that that person has  
12 addressed that day?

13 A. Yes.

14 Q. Okay.

15 A. Yes. I don't know -- I can't remember how quickly that  
16 actually happens. It's relatively quickly, but if you need that  
17 information, we can get that for you.

18 Q. Okay. So the data gets collected. That's --

19 A. yes.

20 Q. -- out in the field. And when you say that's -- and when you  
21 say rather quickly, less than hours or less than minutes or less  
22 than days or you're not sure?

23 A. I'd have to look, yeah. I'm not sure.

24 Q. Okay. Okay. So the data gets collected, and once it gets  
25 collected, and it gets placed into some database; is that correct?

1 A. Yes. Yeah, it's our compliance management system is the  
2 database, and then an individual who does a lot of the backend  
3 coding will push that over to our GIS group, to then incorporate  
4 that into the GIS system so you can view them.

5 Q. Okay. And the lag time from the time the data is in the GIS  
6 to where it can actually be viewed, is that days or hours or --

7 A. I'd have to check. I want to be sure, so I would have to  
8 check for you, yeah.

9 Q. Okay. Okay. Yeah. So once you have a grouping of data  
10 let's say from a neighborhood, take us to the next step. You  
11 know, if you have leak data from a neighborhood and what happens  
12 with that, you know, from risk standpoint and all these other --

13 A. Sure.

14 Q. -- how you would use that?

15 A. Sure. So from my seat, when you're -- I guess maybe I could  
16 go a couple of different directions here. Are you -- what kind of  
17 are you interested in knowing through the compliance management  
18 system or --

19 Q. Actually both.

20 A. Okay. So through our compliance management system, folks in  
21 operations have line of sight on the status of those leaks. So  
22 the system that we help maintain will show those crew leaders,  
23 supervisors, the status of those leaks. So they can look at their  
24 areas and see the leaks that may be still be -- are still open and  
25 need work to be done, or if they're closed. So we have the

1 ability to see that and provide that to operations. So that is  
2 how it's being used through our compliance management system.

3 And then through our GIS system, it's pretty much strictly a  
4 spatial tool for them to be able to see the leaks. So --

5 Q. Okay. So when you said that the status of the leaks were  
6 readily available for someone to take a look at them and they  
7 could see if, what's going on with that leak, you're saying that  
8 someone can -- they can look at this and say, oh we have an  
9 actionable item here we need to take care of?

10 A. Yeah.

11 Q. Because it's still out there. We haven't got it quite taken  
12 care of?

13 A. Right, right. And we have controls in place that will alert  
14 them to the timeframe, based on what's in the rule and how long we  
15 have to repair those. So they have line of sight on, of course,  
16 on grade 1s, which are immediate hazards that those folks  
17 eliminate, and then what's the status on a grade 2, 5-day, grade  
18 2, 30 and grade 2, 180.

19 Q. Okay.

20 A. And grade 3.

21 Q. Right. So you capture the time stamp of the entry, and then  
22 you bounce that against what your requirements are, and then you  
23 get to track it from that point forward?

24 A. Yes.

25 Q. Okay.

1 A. And our teams, our operations folks manage that group. We  
2 report that information, but they manage that.

3 Q. So operations, let me see. So you said you had -- you have  
4 70 people and -- you have -- so do you have in your seven, eight,  
5 whatever it is, the reports, you have someone in that, that  
6 reports directly to you that is like an, that operations person  
7 that gets this? Or that's outside of your --

8 A. Exactly, outside of my responsibility.

9 Q. That's not part of your --

10 A. Uh-huh.

11 Q. Okay. So the person that gets the data is not in your group  
12 at all? The actual -- when they're going to use it and look at  
13 the status of the leaks and all that, that's outside of your  
14 realm?

15 A. Right, as far as I -- as far as, just for example, you know,  
16 I'm coming up on having to repair this grade 2, 30-day.

17 Q. Right.

18 A. Need to -- you know, they'll need to send a crew out to do  
19 something. So yes, they do have the tools available to them.  
20 They should be able to look in those systems and see what the  
21 statuses are.

22 Q. Okay. So when you -- so that's kind of like your -- I don't  
23 know, kind of like, almost like a ~~beam~~<sup>bean</sup> counter to find out how  
24 many you've had, what the status is on all the leaks you've had  
25 around the city, blah, blah, blah. Once you have that data



1 though, and now you're looking at your other realm of  
2 responsibility, pipe replacement, which is part of your -- so how  
3 does that data make its way over to some group to say, this is our  
4 risk and this is our -- you know, we need to do a line replacement  
5 here. We need to do --

6 MR. TOBIN: If I -- just, I don't say much. I don't think  
7 Marlo testified that pipe replacement was in her responsibility.

8 MS. SUTTON: Right. Right. That would be Tammy Espinoza's  
9 responsibility for pipe replacement.

10 BY MR. EVANS:

11 Q. Oh, okay. I'm sorry. I misspoke. Okay. I'm sorry.

12 A. That's okay.

13 Q. Thank you. Okay. So within your seven or eight people,  
14 let's go back down to those seven or eight. Let's go down to each  
15 position you have so I can better understand --

16 A. Sure.

17 Q. -- what those seven or eight people do.

18 A. Sure. So John Scheller, his last name is S-c-h-e-l-l-e-r.

19 Q. Right. He -- his team, him and his team are responsible for  
20 the compliance management piece as well as the GIS information on  
21 our distribution systems.

22 And then I have -- I haven't had an operations -- I mean a  
23 compliance manager in the damage prevention role, so those folks  
24 have been reporting to me. I'm about to fill that role with an  
25 employee, but the compliance specialist that you see reporting

1 under me, they're the ones who handle all of our damage prevention  
2 reporting. They will look at our -- they do all of the outreach  
3 opportunities with Texas811, you know, those types of things.  
4 They'll meet with excavators. So that kind of is something that  
5 I'm handling directly right now.

6 Dan Fox, his responsibilities is outside of probably anything  
7 that's, that we're discussing here. He's more on the pipeline  
8 side.

9 Q. Okay. Transmission?

10 A. Yes.

11 Q. Okay.

12 A. Right. So then under John, I don't have him there, but ~~Kiwi~~ <sup>Kelee</sup>  
13 ~~Lesk~~ <sup>Lusk</sup> (ph.) helps manage the CM Plus System and supports  
14 operations. She also handles public awareness.

15 And the other thing that I've been -- normally, again I would  
16 have a manager, but OQ is also -- OQ administration for the Mid-  
17 Tex Division's part of my responsibility as well.

18 Q. And the OQ, that means, I mean, you're -- you establish the  
19 requirements and all that for --

20 A. No, from an enterprise standpoint, Phillip Murdock's team  
21 will establish that, and then my team handles the administration  
22 piece.

23 Q. Oh, you mean just the processing of the --

24 A. Uh-huh.

25 Q. Okay.

1 A. (Indiscernible) timeframes and that sort of thing.

2 Q. Okay. So with the -- with your -- especially on the data  
3 collection side, are there any sort of look-sees, audit you would  
4 do, to make sure that as a -- as someone goes out there and looks  
5 at leaks and he finds leaks and all that, that they are getting --  
6 do they ever get audited by anybody to say, I mean, watch what  
7 you're doing today, or have you had any sort of a, we didn't catch  
8 this and this guy showed up and now we've got an issue with this,  
9 and there's a nonconformance thing perhaps that you have?

10 A. Sure.

11 Q. Can you kind of discuss all of that?

12 A. Sure. We have a QA/QC process in place on our leak surveys.  
13 And so from a high level, our team, folks on my team will send  
14 out -- from a previous quarter's pool of surveys, we'll randomly  
15 select surveys completed in a previous quarter, and then assign  
16 them out to operations, operations' supervisors, for them to  
17 assign those surveys to a completely different area and  
18 individual, to walk through that exact survey as a QA/QC check.

19 And so, you know, the hope is they can replicate the results,  
20 but if something different occurs, there will be a conversation.  
21 There should be a conversation between that supervisor and the  
22 technician who performed the initial survey to -- for lessons  
23 learned. What was different about one survey to the next, and  
24 those types of things, to try to, you know, provide coaching if  
25 needed, do we have equipment issues, so to really try to ensure

1 quality of our survey results.

2 Q. Do you keep metrics on that?

3 A. Do we keep metrics on the QA/QC?

4 Q. Right, where you found how many busts you have, how many --  
5 you know, you found that this person who did all these over the  
6 last five years has had this many kind of busts and this guy has  
7 not had any, or this person -- you know. Do you keep track on --

8 A. We do have a tracking system. Yes. But are we generating  
9 specific reports? Not yet.

10 Q. Yeah. Have you felt that that was a -- I mean that -- you  
11 know, with the results of your QA/QC, have you found, or have you  
12 felt personally that it wasn't an issue that you had to really dig  
13 that deep into because it was going okay, or it was --

14 A. Well, I think the program is -- it's giving us another  
15 opportunity to engage, you know, at the level of a technician, and  
16 then, you know, provide kind of refresher training for that  
17 individual, if they do happen to find, just for example, a leak on  
18 the second, on the resurvey --

19 Q. Right.

20 A. -- that wasn't necessarily found on the first. So we're  
21 having -- I say we, operations, the supervisor and the technician,  
22 they're having that open dialogue. So overall, it's -- I think  
23 it's a great program. I think it's, it is helping.

24 Q. Okay. Okay. So you don't get -- I mean you kind of like  
25 manage the collection of the data?

1 A. Uh-huh.

2 Q. And I know you don't do any of the analysis. It's purely the  
3 collection of the data?

4 A. Uh-huh.

5 Q. Okay. So when you have a specific area where you're  
6 collecting data and you're getting some kind of results that are  
7 maybe outside the norm, you know, where there's maybe a lot of  
8 leaks, there's a lot of grade 1s or this or that, you know, some  
9 kind of an eyebrow raiser, you know, type of situation, are there  
10 people in your group that would -- I mean I'm not saying analyze  
11 it, but would they raise flag and say hey, we found this at this  
12 neighborhood? Is that part of -- do you ever do that, in your  
13 part of it?

14 A. I would say the folks who have that line of sight of  
15 responsibility is the operations group. So --

16 Q. So not so much your group?

17 A. Not so much, no. I think they have -- they -- like I said,  
18 they have a good line of sight and generally, you know, know and  
19 have the information available to them on results of those  
20 surveys.

21 MR. EVANS: Okay. Well, that's all I have for right now.

22 MR. McLAREN: Well, thank you, Roger.

23 BY MR. McLAREN:

24 Q. I'm Chris McLaren with PHMSA. Good afternoon.

25 A. Hi.

1 Q. On the leak survey topic, that kind of comes under your --  
2 can I see the -- excuse me here for a second. That kind of comes  
3 under your -- it's not really in the operational piece of it, but  
4 you're in charge of the administration of it?

5 A. Exactly.

6 Q. So are all the leak surveyors Atmos employees?

7 A. Most of them are. We do have contract leak surveyors.

8 Q. Okay. And would the contract leak surveyors be for more non-  
9 normal activities? Like it was extra work to do?

10 A. They're not working emergencies. They are supporting  
11 operations. So operations will -- they'll be assigned to a  
12 particular location. And then operations will assign those  
13 technicians work, and will have oversight over those technicians'  
14 work.

15 Q. So are they working on a -- are they working 40 hours a week  
16 most of the time?

17 A. Yeah. Most of the time, they should be.

18 Q. Okay. So we've got a fairly stable leak surveyor, both --  
19 mostly Atmos and then some contractor. Okay. And so these are --  
20 and so does the car drive around and identify where leak surveys  
21 need to be done, and then these technicians are assigned to go  
22 find those areas where the car, or other car identified them? And  
23 is, that the car that's doing the regulatory required, or a Texas  
24 required leak surveys that you've committed to, kind of explain to  
25 me how the, a either accelerated leak survey and/or regulatory-

1 required leak survey is performed, mostly by whom or by what, and  
2 then how that data is transmitted and then the leak is then  
3 graded.

4 A. Okay.

5 Q. And gets into the GIS system through the MDT.

6 A. Okay. So interrupt me at any point. I can fill in --

7 Q. Probably not.

8 A. -- the gaps for you. Right.

9 Q. You go.

10 A. So, you know, our operations teams, they have access to --  
11 they manage their surveys, and their survey dates are based on  
12 compliance dates through CM Plus. And our -- you know, we follow  
13 code requirements to perform those surveys. And we have our own  
14 technicians that will typically do those, that work, either by  
15 foot or by -- or we do use our innovative leak detection units,  
16 called our ILD units.

17 And so, after the prescribed runs, we will have our leak  
18 surveyors go out and check for leaks, based on what those units  
19 pick up. And so we use those units, yes, we use them for  
20 compliance surveys as well as other instances. And if a leak  
21 technician for -- a contract leak technician is assigned to that  
22 area for that given week, then the -- and if, I think -- and  
23 operate -- if -- to kind of get their take, I mean, definitely  
24 talking to one of them, you know, they could give you more  
25 detailed information. But they typically can use those contract

1 surveyors as they feel they need to, given the workload.

2 Q. Okay. So the contractor people are now the ones that would  
3 be on foot, in case the ILD cannot meet the required survey  
4 requirements. And so for those that -- the ILD would also produce  
5 requirements for the technicians to go out on foot and  
6 specifically locate and grade?

7 A. Right.

8 Q. Okay. And then that all gets into the GIS system as a grade  
9 1, 2 or 3?

10 A. Right. Into the CM Plus system.

11 Q. Into the CM Plus. And then we can see, spatially, where  
12 these incidents -- where these issues are occurring. And once  
13 you've handed off that data, what is the QA/QC on, that the GIS  
14 has, prior to handing off that data for analysis?

15 A. What is the QA/QC process? Okay, so --

16 Q. The report comes in from the --

17 A. Right.

18 Q. -- from the MDT.

19 A. I'm sorry. Yeah. Okay.

20 Q. And it's going to get checked before it's loaded into GIS.  
21 Is that by a person?

22 A. Right. So -- right. We -- if we do have, for instance, a  
23 lat/long that's, you know, out in China, or out in the Caribbean  
24 or something, you know, we can capture that information and then  
25 make those adjustments to the coordinates. Are you asking me



1 about a specific process to check that, to check those?

2 Q. Yes. Is there one, or does it pretty much come in from the  
3 MDT in to the GIS, and then the next -- Andrew, or operations can  
4 then see it spatially, to make their value judgments?

5 A. If you don't mind, let me ask my team.

6 Q. Okay.

7 A. So I can get -- make sure I'm giving you the right  
8 information. Let me ask my team. Then I'll review that. All  
9 right. Okay.

10 Q. Okay. QA/QC on leak --

11 A. Like --

12 Q. -- survey data.

13 A. Leak placement, is that what you're looking --

14 Q. Yeah, just the whole data, because there's going to be a  
15 whole data suite of material that's provided there where, what the  
16 grade is, any --

17 A. Right, like --

18 Q. And whatever's on the leak survey form --

19 A. Sure.

20 Q. -- for that leak.

21 A. Okay.

22 Q. Because this is the electronic gathering of information  
23 that's, that would, as we go through the list of forms, or the  
24 data that you would gather -- all of these are electronic forms,  
25 I'm kind of assuming.

1 A. Right.

2 Q. Especially as we start discussing exposed pipe reports. So  
3 maybe that would be -- okay. So we've gathered this data. The  
4 leak shows up. Then the leak is repaired. Is there a little  
5 historical leak switch that we click in GIS that shows it repaired  
6 or unrepaired, so that we're -- so that -- how is the history of  
7 that leak event retained in GIS?

8 A. It is. It should live on an abandoned layer with that pipe.  
9 And if it hasn't -- if that leak is still active, it'll show up on  
10 that active pipe, on that in-place pipe.

11 Q. Okay. So once it goes off the active layer, it's on a  
12 historical abandoned --

13 A. In the GIS. Right.

14 Q. In the GIS. Okay. A couple of questions about the admin of  
15 the OQ activities. That includes the admin of contractors. So  
16 we -- so you do both the contractors and the in-house employees  
17 through your OQ administration?

18 A. The contractors, they're handled by our construction  
19 management group, so that team will handle the OQs for  
20 contractors. My team's responsible for in-house employees.

21 Q. Okay. All right. So you're the -- so it wasn't John or  
22 Jeff. Who was it that was the OQ?

23 A. It's me.

24 Q. That's -- oh, that -- well no. The damage prevention is you,  
25 because you haven't filled that area.

1 A. Right. Exactly.

2 Q. But who is -- of the seven, who is --

3 A. Sure. So our OQ administrator is Alex ~~Halinas~~ <sup>Holliness</sup> (ph.). He  
4 reports directly to me.

5 Q. Okay.

6 A. Melanie ~~Rangitz~~ <sup>Rheingans</sup> (ph.) might not be on there. She just  
7 retired at the end of March, and I recently filled her position.  
8 And -- but he's in training.

9 Q. Okay.

10 A. And Heather ~~Ray~~ <sup>Rhea</sup> (ph.), she reports to John ~~Schiller~~ <sup>Scheller</sup> (ph.).  
11 So I have four folks that are supporting operations with the  
12 administration piece.

13 Q. Okay.

14 A. They're assigned by region.

15 Q. And then that's so that within the OQ system, which I can't  
16 remember the acronym for at this time, that they can always make  
17 sure that when they assign work for that crew, that they have the  
18 right OQ qualifications to perform the tasks in their  
19 construction. Is that how --

20 A. So our team -- based -- so systematically, and Phillip would  
21 probably be the better person, or somebody on his team would be a  
22 better person to explain the back-end piece. But based on their  
23 job title, they've got their profile of OQs that should be  
24 assigned to them. And so our team will assist them on a, you  
25 know, meeting their OQ requirements from the date perspective.

1 And then if they need a particular task assigned to them, for a  
2 particular kind of work, then we'll assist them with that as well.

3 Q. So operations doesn't so much identify the covered tasks as  
4 much as it does the duty areas for a project it's going to do?

5 And then you --

6 A. Right. So there's a kind of a enterprise look at each of  
7 those job functions in the OQs. And again, Phillip is the --

8 Q. Okay.

9 A. -- is probably the better person to speak on it, from that  
10 level.

11 Q. All right. Some of the other data you mentioned, regulatory  
12 reporting, like the annual report that comes from your shop, I  
13 found a key lead on your, underneath you. And again, there's just  
14 a lot of data and trending available right in here. And -- but  
15 who would you be handing off this data and trending to? Is that  
16 the Andrew team that then is responsible for that, or --

17 A. Yeah.

18 Q. -- are there other teams that might give you feedback on, I  
19 need additional data on this, because it's interesting to me?

20 A. Okay. So you're asking me who the consumers of that --

21 Q. Who are the consumers, exactly.

22 A. Okay. So yes, Andrew Marshall's group, they do use the  
23 information, the data in the systems that we manage, for the work  
24 that they do, that's DIMP-related. Right.

25 Q. Are there any others?

1 A. Yeah. Our management team, they definitely are interested in  
2 the numbers in the ~~AU~~ <sup>annual</sup> report, so they'd be another group that  
3 consumes the data. And gosh, I can't think of any others off the  
4 top of my head. I'm sure there are others, but -- right.

5 Q. Okay.

6 A. Yeah. At least internally. Right.

7 Q. One of the things we looked at, just to kind of stay on  
8 leaks, was we requested, in a 1-mile radius of the accident or  
9 incident site, to look at what the leak repairs had been going on,  
10 and leak surveys is the primary piece of data. And so we started  
11 to see some GIS descriptions of, over the last few years, what the  
12 leak surveys have shown. And it does it by grade, which is  
13 appropriate.

14 You know, of course, to me the more interesting piece of  
15 information is cause, and that would require a exposed pipe  
16 report, probably. Or, so there's a gentleman who's got an MDT,  
17 and he's out there, and he's got to go fix this grade 2 schedule  
18 leak, and so he's going to go out and he's going to expose the  
19 pipe and affect this repair, or whatever is the outcome.

20 And he's going to collect information that's required from an  
21 exposed pipe report. Is that on an MDT? Does it have the screen?  
22 Is he going to run through the whole series of screens, collecting  
23 all the data that your GIS requires, or that you've identified as  
24 needed to support your programs?

25 A. So most of that information is going to be captured in CM

1 Plus on the repair screen. And it's not a -- typically it's not a  
2 technician filling out the information on the repair screen. It's  
3 a crew lead, or somebody on their crew. And so that's when they  
4 will capture it, when they're out there performing the repair.

5 And you asked me another question in there. It was --

6 Q. Well, once -- I was kind of trying to go through -- cause is  
7 more interesting to me, cause of leak. But -- so on this -- but  
8 so you're made sure that the CM Plus screen has all the  
9 information that your consumers need when you gather it for your  
10 GIS to capture it. And it's going to capture that historically on  
11 a layer, that can then be searched and trended and all kinds of --  
12 any other data analysis?

13 A. Uh-huh.

14 Q. Is there a -- has there been training for those individuals?  
15 It now sounds like it's the crew lead doing it --

16 A. Uh-huh.

17 Q. -- to ensure that he understands what the minimum  
18 documentation expectations are, and the importance of that  
19 documentation --

20 A. Uh-huh.

21 Q. -- to support a company's needs?

22 A. Uh-huh.

23 Q. Could you describe that training, and discussion, and  
24 requirements?

25 A. Sure. So just from my perspective, and this is one where I

1 would say somebody in operations could give you -- would be much  
2 better equipped than me to give you the details. But through the  
3 OJT process, their technicians, construction operators should  
4 hopefully be gaining that onsite, on-the-job training for any of  
5 the information that they're filling out on that repair screen,  
6 including cause.

7 Q. Do you use any paper forms anymore? Or is it all --

8 A. Most of it, thank goodness, is electronic, although our  
9 construction documentation, we're trying to move towards capturing  
10 that information electronically. We're scanning them as they come  
11 in, but hopefully we'll be making some strides to do that, make it  
12 a little bit easier to manage the data.

13 I'm trying to think, any other forms that I know of. Most  
14 everything is electronic. I may be missing one, since it's not at  
15 the top of my mind. But that's probably the best example I could  
16 think of.

17 Q. And you mentioned earlier, or somebody else did for you,  
18 transmission. Do you also handle transmission GIS compliance  
19 activities?

20 A. I sure do.

21 Q. And so commonly, with like a -- with some things, like with  
22 an integrity assessment, you have to rubber-band results, because  
23 of rubber-banding --

24 A. I've never heard it put that way before.

25 Q. -- because maybe foot 1 to -- station 1 to station 100 comes

1 back on, they report as the feet are off, so it must be sort of,  
2 you have to connect all the assets together, and make -- and move  
3 an anomaly or a call by a tool to another area. Have you had to  
4 go back in, and on the GIS, make sure that all the things are in  
5 the right place?

6 A. Sure. So -- and I'm not a hundred percent sure that I'm a  
7 hundred percent following your question.

8 Q. The nodes on all these mains --

9 A. Sure.

10 Q. -- and everything --

11 A. Sure.

12 Q. -- making sure they meet in GIS, and the accuracy of the  
13 little dots that represent a leak.

14 A. Sure. So before -- well before I came into the role, I know  
15 that our GIS system, on the distribution side, we went through a  
16 ~~pretty~~ pretty comprehensive connectivity exercise. So I think that  
17 probably helped in reconciling where some of that might have come  
18 into play.

19 We also went through a conflation project, to make sure that,  
20 spatially, that things are set as close as they can be. If you  
21 know conflation, you probably know, you know, based on where those  
22 assets are, you know, they're -- it could be off by any relative  
23 amount. So we went through an exercise to try to reconcile some  
24 of that. Does that answer your question?

25 Q. It does.



1 A. Okay.

2 Q. And so the ~~CMD~~ <sup>MDT</sup> in the truck is what's going to probably say,  
3 this leak is here, which hopefully is close enough, unless they  
4 take the laptop over to the top of the leak.

5 A. Well they couldn't -- they could go to a point, and then get  
6 the lat and long for that point even though my truck is over  
7 there.

8 Q. On your GIS, we requested a description of what the mains  
9 look like, because they're all going down -- typically, this was  
10 the way Dallas was constructed back then. It was alleyways. And  
11 then it seems like the mains are running down these alleyways.  
12 And on your GIS, does it also -- do you also have representation  
13 of where the services are, and their materials?

14 A. We're in the process right now of trying to map all of our  
15 known service line documentation. We've made some pretty good  
16 effort on doing that now, but we're still in the process of  
17 mapping those records.

18 Q. Do you have an idea of what percentage that you've been able  
19 to turn into electronic GIS records? Are you halfway done? More  
20 than halfway done?

21 A. We have scanned all of our documentation, and our folks are  
22 whittling it down. You can imagine, it's a lot of data. And we  
23 are aiming to be done, as just a projection, to be complete with  
24 the mapping of service lines at the end of this year.

25 Q. Oh great. And so --

1 A. The documents that we have.

2 Q. And then so would that GIS mapping be of detail enough to be  
3 able to support risk modeling, to include the services?

4 A. We sure hope so.

5 Q. Is that --

6 A. It'll definitely put ~~is~~<sup>us</sup> in a better position on the service  
7 lines. I would ask Andrew, for sure. But part of the mapping,  
8 you know, the documents that we've scanned will still have some  
9 amount of those service lines that could have -- that do have an  
10 unknown material. So we'll have to, at the end of the effort, see  
11 how, what percentage we have that are unknown. That's -- and it's  
12 just, you know, it's the data that we have.

13 Q. One of the things that it was really exciting to see was  
14 produced so quickly was this GIS mapping of leak repairs. And  
15 whatever part you had in that, thank you very much. And it  
16 excluded third-party damage. And I assume that maybe third-party  
17 damage would be a layer that you could just turn off and on, even  
18 though it's a causal factor. I'm wondering if that was because it  
19 was a, always an incident, or if there's something that can be  
20 filtered by cause, or if it's, it gets a DP stamp even if it's a  
21 leak, or --

22 A. Sure. The back-end attribute data on that is in there. It's  
23 in the database. So whatever drawing that you're looking at right  
24 now, if you've been told that it's been taken out, that's -- it's  
25 just been turned off. So we do have the ability to turn those

1 leaks on.

2 Q. Okay. All right. On the damage prevention team you've got,  
3 it also discussed -- we also, we kind of just briefly started  
4 talking about them.

5 A. Thank you.

6 Q. Did they also support operations on all the locates?

7 ~~Question mark.~~

8 A. So we do have a contract locator, Heath Consultants, that  
9 will go out and will do our locating for any call-in to 811.

10 [That's break, to --]

11 Q. Because the number of hits per year data in whatever report  
12 it was I was looking at was probably typical of the industry, but  
13 it is very high, and damage prevention is a huge thing. When you  
14 become aware of a damage prevention incident, is it -- you know,  
15 it can be either it was latent damage that was produced during  
16 something that was covered up that you never knew about, or it can  
17 be damage that created an incident. It can be damage that the  
18 person alerted you.

19 And you've got all these -- and that seems to be the thrust  
20 of the Texas Rule, and have -- is how is the damage prevention  
21 going in terms of the Texas Rule, how often you're finding latent  
22 damage versus damage that can be assigned to the Texas Rule?

23 A. When you say latent, it's not a term that I generally hear  
24 very often. What is the -- what do you mean by latent?

25 Q. For instance, a contractor has done something unbeknownst to

1 me, damaged my pipeline and covered it back up.

2 A. Okay.

3 Q. And so it's been laying there as a latent flaw, a resident.

4 A. Sure. So if -- and, you know, unfortunately, we know -- we  
5 don't know until we know on those, right. And if there's an LIO  
6 order, leak investigation order, somebody smelling odor, that we,  
7 you know -- but we have found those instances. And if we can go  
8 back in through our means of systems that are available to us,  
9 that maybe can tell us who might have been in those areas, if we  
10 can pinpoint that, we will reach out to the cities and, you know,  
11 let them know, you know, that we are maybe experiencing particular  
12 issues.

13 And I'm referencing one example of a contractor that might  
14 have been working for that city directly. And so we try to do our  
15 due diligence, to figure out who might have been the excavator who  
16 potentially caused that issue. And if we can hone in, and say  
17 that we, you know, have a high confidence that it was a particular  
18 excavator, we will do some outreach. We try to do some outreach  
19 and see how we can either assist them, what the causes might have  
20 been.

21 And if it's a pattern, you know, we -- again, we'll, we reach  
22 out to those cities, or those individuals who hired those  
23 excavators, to try to get the awareness out there that it's, you  
24 know, it could potentially be a dangerous situation. And -- yeah.

25 Q. It seems very important that the Texas program is a penal

1 program in which fines are levied, and repeat offenses are taken  
2 into account. And I would think that you all would have a lot of  
3 reports that get submitted back and forth through Texas. Is that  
4 what this group handles?

5 A. It sure is. Our damage prevention folks, we put together the  
6 TDRFs, the Texas Damage Reporting Forms. And it has all the  
7 information specific to the damage that had occurred.

8 Q. Because you're reporting about 3,600 almost, a year, 10 a  
9 day. That's a lot of -- it seems like --

10 A. We're busy.

11 Q. It seems like you're generating then 3,600 of these reports  
12 for the Texas ~~Railway~~ <sup>Railroad</sup> Commission a day -- a year.

13 A. Right.

14 Q. Thirty-five, forty-five --

15 A. Right.

16 Q. -- or whatever the number was.

17 A. And we're uploading them -- right -- quite frequently,  
18 weekly.

19 Q. Okay. One -- let me get one more look here. Oh. One more  
20 time to ask the question about training of individuals for records  
21 completion requirements. We just lightly touched on that subject.  
22 Do you have any specifics on -- I mean, that's a big part of  
23 safety culture, is people understanding how important it is that  
24 they do their job and complete this information right for the next  
25 person. And we've heard a lot about the culture at Atmos. Do you

1 have any specific training references you could give us?

2 A. On gathering information on documentation for?

3 Q. Data acquisition forms, I mean, we've got exposed pipes, leak  
4 surveys, et cetera, et cetera, that form all of this information  
5 going into our information management system. It seems like  
6 that's very important, to me.

7 A. Sure. So again, I think in our compliance management  
8 system, we -- I think we -- before I came on board -- and I would  
9 have to check with my group, because most of it, the way I'm  
10 understanding, is an on-the-job training for filling out that, the  
11 information within CM Plus.

12 And then, you know, of course our team, on the back end of a  
13 damage, you know, we will prepare the, those Texas -- the damage  
14 reporting forms. Our team -- now the project end, our team will  
15 scan in completed projects, you know, that come in from the field.  
16 And so we do have processes in place to make sure that the data is  
17 complete, and then work back with operations if we find that  
18 there's something that isn't, and then make sure that we've got --  
19 if and when we do, then we can scan a complete package.

20 So there's some level of quality checks there. Anything else  
21 specific that you might be interested in that I haven't touched  
22 on?

23 Q. No. I think it's probably part of the onboarding process and  
24 part of the OJT you described --

25 A. Right.

1 Q. -- is what I'm hearing. One last question. I see my picture  
2 of my leaks, and graded, and so now there's -- in some fictitious  
3 scenario, there's a cluster of them that's significant enough for  
4 operations to say, I'm not going to go fix all these leaks, or  
5 I've been fixing leaks here long enough, as we've seen a  
6 progression, and I go in and I replace these mains and services.  
7 And the leaks are not dug up. They're not -- cause is not  
8 attributed to them. They now become part of the unknown, unknown  
9 cause, because I did not physically dig them up.

10 Is there any other impetus to go understand what the cause of  
11 failure was, in the long term? Or is the unknown cause associated  
12 with them as they go to the historical abandoned layer?

13 A. Right. So where my mind is going, so I think the short  
14 answer is, I'm not sure, because I don't know if that field is  
15 mandatory for the technicians to fill out before they close it  
16 out.

17 Q. The cause?

18 A. Right. That would help reconcile the situation that you're  
19 kind of describing. I don't know. It's a good question, because  
20 I think there's maybe a -- I don't know. The short answer is, I  
21 don't know. I'd have to give a little bit more thought. And  
22 again, I'd check back with my group on that cause field.

23 Q. So if you would, please make a note to ask John, so that we  
24 don't have another interview, to just give an answer on the cause  
25 field, whether it's mandatory or not before abandoning a leak to

1 the historical abandoned layer.

2 A. Okay.

3 Q. Is that saying it right?

4 A. Yeah.

5 Q. Okay.

6 A. Yeah. I think that's fair. Right.

7 MR. McLAREN: Well thank you.

8 And thank you, Roger.

9 MS. SUTTON: Sure.

10 MR. COLLINS: Jim Collins.

11 BY MR. COLLINS:

12 Q. Quick question. Do you deal much with the odorization side,  
13 in the compliance management, or is that operations?

14 A. Right. Only on the collection of that information.

15 Q. Okay. Just on the collection.

16 A. And I think we've got those dates set up, so that way the  
17 compliance supervisors can go out and make sure that they're  
18 checking them, as they need to be.

19 MR. COLLINS: All right. That's all I have. Thank you.

20 MS. SUTTON: Okay.

21 MR. McDILL: John McDill, with Atmos Energy.

22 BY MR. McDILL:

23 Q. So Marlo, if you could, maybe as -- maybe they're not direct  
24 reports of you, but organizationally, within operations, do we --  
25 is there a layer of compliance people within the operations group?



1 A. There absolutely is. Right. So those -- there are  
2 compliance managers who -- I mean compliance supervisors, excuse  
3 me, who report directly to the directors of operations, by region.  
4 And so they have employees who report by region who complete  
5 compliance ~~auction~~<sup>audit</sup> type work. And they are in the operations  
6 umbrella.

7 Q. So a lot of the information, or part of the information that  
8 maybe goes into the compliance system, the records, CM Plus, would  
9 they be kind of the people in charge who are helping manage the  
10 process, or the execution of it?

11 A. Yes. Yes. They -- exactly. They should be. Right.

12 Q. Okay. And that would be ensuring data, with respect to leak  
13 cause and other relevant information that's collected in the field  
14 is captured through that process?

15 A. Yes. I would say so.

16 Q. Okay. Can you describe to maybe a high level, you know,  
17 around the CM Plus, a little bit how CM Plus works? Are there  
18 design controls or business rules set up within CM Plus?

19 A. Yes, they are. There are, I'm being told, hundreds of rules.  
20 I couldn't tell you all of them, but we do have certain controls  
21 in place, so when a technician inputs a value, so for instance, if  
22 they select poly as the, where the leak was found, then they  
23 cannot fill out any information on corrosion, so things of that  
24 nature that will help control the quality of the data as we  
25 collect it.

1 Q. Okay. Also, with respect to maybe controls or quality  
2 assurance, so -- and maybe it's a little bit process, but data is  
3 coming, right, data would be collected in the field, on the mobile  
4 data terminals. And it's fed into CM Plus for compliance records.  
5 The CM Plus would transmit the data (indiscernible) it  
6 electronically to your help -- they transmit electronically to the  
7 GIS group?

8 A. So we have developers in our -- under my umbrella, that will  
9 take that database information, and they'll put it, push it over  
10 to the GIS team, so that way they can upload it into our GIS  
11 system.

12 Q. Okay. And all that's electronic transmission?

13 A. Yes.

14 Q. Okay. The -- available also, I guess within -- to the  
15 operations group, do they have some -- if technicians went out and  
16 worked, and found leaks that day, is there some report available  
17 to the operations group of the leaks that were performed the day  
18 before? Or is there -- what's available to them that you may  
19 know, that will be available for their review?

20 A. Sure. So the -- anybody with access to CM Plus, including  
21 the compliance supervisors and the folks doing that work, have the  
22 ability to get into CM Plus, and then run a report on active  
23 leaks, historical leaks, any leak information.

24 Q. And by means of regular reporting, is there a requirement  
25 that the -- for operations leaders to review reports of leaks?

1 A. Right. So our operations groups, we have a mechanism in  
2 place that requires them to review all emergency orders by 10 a.m.  
3 the next business day. And so any emergency order that's created,  
4 including grade 1s, would be reviewed for completion information  
5 by 10 a.m. every business day.

6 Q. And do they have -- do they document that they reviewed it,  
7 that you know of, or is that a requirement?

8 A. I don't know the process, but there is a system that they go  
9 through, to -- that they have to access to review that  
10 information, specific information.

11 Q. So technicians that work -- I guess report to them, would --  
12 during their course of work, would turn in that they've  
13 investigated some leaks. They would have access to review that by  
14 10 a.m. the next morning?

15 A. Right.

16 Q. Would have to review it. They could review it any time, I  
17 guess, since it's updated?

18 A. Right.

19 Q. Okay. It sounds like a lot of work is under way, been a way  
20 to move historical paper records to electronic.

21 A. Yes.

22 Q. Talked about service records. Are there other ways that your  
23 group, the GIS group works for historical corrections of records,  
24 or can you talk about that, maybe at a very high level?

25 A. Sure. So just talking about the documents, the historical

1 documents that we've gathered over time, we've scanned in over 20  
2 million individual documents from what we've had in-house. And  
3 what our team will do is -- I might have touched on this a little  
4 bit earlier, but we do input specific information, project  
5 information from all those, from anything we can find on those  
6 documents from old projects, to help us, you know, find documents  
7 later on in the future. And we do check those.

8       We have a QA/QC process in place on the GIS side, to make  
9 sure that the technicians on the GIS side are inputting that  
10 information correctly. Don't know if I went down the road,  
11 answering the question.

12 Q.   So I think -- yeah. No, that's fine. So you've talked about  
13 reconciling historical paper-based records to making them  
14 electronic, but you also mentioned, I think, is there a program  
15 you have in place that you have a QA/QC among the GIS group, to  
16 monitor their quality?

17 A.   Right, right. So again, we will select a handful of projects  
18 that will be reviewed, based off of a checklist. And so some  
19 experienced, more experienced GIS technicians on our team will  
20 review that, what the other technician has done, for completeness  
21 and for accuracy. And so any changes, anything that is discovered  
22 in that process, there's a discussion that takes place. And then  
23 we also look for instances where we're identifying a potential  
24 repeat kind of issue with certain technicians, and address that as  
25 we need to.

1 Q. Okay. And if -- to the extent you may know this, but if  
2 during the course of doing repair work or exposing a pipe, if  
3 someone finds a material difference than maybe what's in the  
4 record, does that information get back to your team?

5 A. So the process includes that technician performing what we  
6 call a map correction. And so if a technician does find something  
7 different from the map than what they're looking at in a hole,  
8 they have a -- they can access a form. And if they do the repair  
9 through CM Plus, I think it automatically generates a map  
10 correction for that segment of main. But then there's a second  
11 mechanism where they can do it independent of CM Plus, and send  
12 that, the limits of that correction to our GIS group to get it  
13 fixed, and reconciled in GIS.

14 Q. Okay.

15 A. And I think that's one of the systems that we have in place  
16 that we have really made a lot of really good strides in trying to  
17 get our GIS system to be reflective of what's in the field.

18 MR. McDILL: Okay. I don't -- thank you. I don't have any  
19 more questions right now. Thank you.

20 MR. EVANS: This is Roger Evans.

21 BY MR. EVANS:

22 Q. So just a few questions left here. Is there some sort of  
23 a -- I know you do the leak surveys based on the vehicle. I know  
24 the vehicle goes out and finds parts per million. Based on what  
25 that vehicle finds, then you assign crews to do further leak

1 surveys with bar holing and all that. That's correct, right?

2 A. Uh-huh.

3 Q. Okay.

4 A. To do the leak -- right, to do a leak survey and find the --

5 Q. Yes. Yes. So, beyond that, are there areas of town where  
6 you have slated that -- like let's say this table were all of  
7 Dallas. Okay. Would I be able to go to this part of Dallas and  
8 say, when is that scheduled for a leak survey, when that's coming  
9 up? You would have that?

10 A. Uh-huh. We sure would.

11 Q. Okay. So every year -- every square foot of -- or every  
12 square mile, let's say, of Dallas, you have some sort of an agenda  
13 that you have planned to do a leak survey?

14 A. Right. We would generally do it by pipe type.

15 Q. Okay. And that's the cast iron, or plastic, or what have  
16 you?

17 A. Right.

18 Q. All right. Okay. And those frequencies dictate -- I mean,  
19 those material types dictate the frequencies, correct?

20 A. Yes. Sorry.

21 Q. Okay. And the pipe that dictates the most frequent  
22 frequency, what would that be?

23 A. That would be cast iron.

24 Q. Cast iron. Okay.

25 A. We do it annually.

1 Q. Okay. Okay.

2 A. And DuPont. We also do that annually.

3 Q. Okay. So does -- with that in mind, and you have these  
4 priorities set up, does your GIS system flavor this priority by  
5 soil type?

6 A. No. Does the GIS system flavor the survey by priority? Is  
7 that what you said?

8 Q. Well no. I'm saying -- okay, so I -- so you just say that if  
9 this table were all of Dallas, you would have some sort of a  
10 priority for this little section over here, and you know that when  
11 that was, when that's going to be done. So I know that you  
12 prioritize by material type and all that. Does the nature of the  
13 soil in a specific area --

14 A. Right.

15 Q. Does that play a role in you prioritization?

16 A. So we have the process in place to do our compliance survey  
17 work. And for whatever reason, if our operations group feels that  
18 there's a need to do an additional survey of an area, for whatever  
19 reason, they can set up a special survey for their teams to go out  
20 and survey an area. And we capture that information as a special  
21 survey.

22 So it really is kind of dictated by operations and the needs  
23 that they feel to go out and do an additional check in a  
24 particular area. So we do do that.

25 Q. Okay. So let me ask the question a little differently.

1 A. Okay.

2 Q. Just so we're straight about it. So right now, with the way  
3 your GIS system is set up, the way your prioritization is set up,  
4 you do not have a prioritization based purely on soil type. Is  
5 that a true statement?

6 A. I would say so.

7 Q. Okay.

8 A. Yes. I believe so.

9 Q. Okay. That's what I was getting at.

10 A. Yeah.

11 Q. I wanted to make sure that I understood that. So you don't  
12 do any sort of priority in -- because this area has this type of  
13 soil, this area has this type of soil?

14 A. I don't believe so.

15 Q. Okay. Okay. I wanted to --

16 A. Right.

17 Q. -- know about that. When it comes to OQ of contractors, are  
18 they trained in your school over here? Or they come in with their  
19 own training, or how does that work?

20 Q. So yes. I think -- I don't know if you all covered this with  
21 Brad on how our folks are trained, but we --

22 MR. McDILL: Our folks. Yes.

23 MS. SUTTON: Right. On our folks.

24 MR. McDILL: Contractor. He asked about contractors. Sorry.

25 MS. SUTTON: Okay. Okay. I'm so sorry. If you would,



1 just repeat kind of --

2 BY MR. EVANS:

3 Q. Yes. Okay.

4 A. I'm sorry.

5 Q. What I'm trying to figure out is, are contractors Atmos-  
6 trained in the Atmos method, the Atmos culture, the Atmos  
7 everything, or do they come in with their own training, and they  
8 already have OQs, so you take their credentials and say, he's  
9 okay --

10 A. Right.

11 Q. -- to work in our group because he's already OQ'd by some  
12 other system?

13 A. Okay.

14 Q. Yeah. That's what I'm trying to figure out.

15 A. Sure. So if you're talking about the leak surveyors in  
16 particular?

17 Q. Yes.

18 A. Okay. So those leak surveyors are trained and OQ'd through  
19 their own organizations. But we do look at their training  
20 program, to make sure that we're on the same page, and the  
21 expectations kind of are commensurate with what we would expect  
22 for them to be trained on. We don't dictate training to them.

23 And we -- through Phillip Murdock's organization, they have  
24 looked at the OQs that are required. They have a different  
25 system, that we're on ITS onboard. They're in a different system.

1 But we have mapped OQs, to make sure that what we're saying is a  
2 good survey would also be a good survey on their end.

3 Q. Okay. So you basically make sure that the training that's  
4 done by contractors is consistent with what your needs are with  
5 your own training?

6 A. Right. Right. And we do --

7 Q. Okay.

8 A. And we do spend -- our own leak surveyors -- and this is  
9 something that I think is a great thing that operations does, they  
10 spend time with those technicians on the front end and, you know,  
11 share best practices, share methodology.

12 Q. Okay.

13 A. So I think it is very much of a partnership relationship to  
14 make sure that -- not to make sure, but at least to try to offer  
15 some additional resource on best methods to do a leak survey.

16 Q. Okay. The next -- okay, fine. Thank you. The next question  
17 is, since the accident, the fatality of the little girl that  
18 happened, has your organization changed? Have you made changes to  
19 your, to how you do business, or how you go about your work? Has  
20 there been some sort of a, we don't do it this way anymore, we  
21 changed, we now do it this way, or edicts from above? Anything  
22 like that happen since the accident?

23 It's been two months, and a lot of people take six months to  
24 make changes, but it's been two months now since the accident.

25 I'm just curious.

1 A. Right. So I would say, you know, we definitely are, you  
2 know, looking at different parameters, different things. You  
3 know, from a high level, I think, you know, not to, you know, put  
4 off the question but I think, coming from my boss, Jeff Knights, I  
5 think he probably would be a great person to ask that question to.  
6 But I know we're in the process now of gathering information, and  
7 trying to learn from it, and how are we going to incorporate the  
8 new information that we've gathered --

9 Q. Okay.

10 A. -- into our, you know, processes going forward, so.

11 Q. Okay, great. So to follow up that question -- and a great  
12 answer, thank you, appreciate that -- since the accident, have you  
13 added soil to what you do?

14 A. So again, I think, on that particular topic, you know, we are  
15 continuing to gather information. We, technical services are try  
16 to -- we're still gathering that information, and we're in the  
17 process of doing that, getting additional information now. But,  
18 you know, Jeff will probably have kind of, more of the  
19 strategic --

20 Q. Okay.

21 A. -- answer on the direction that we're going to go there.

22 Q. Okay. So as of today, though, there's not been -- you don't  
23 do anything new to soil that you were doing before the accident?  
24 That's for right now, with what you know.

25 A. Right.

1 Q. There's nothing been done. Okay.

2 A. Right. We're doing additional survey work. We are, and  
3 capturing that data. But from a -- for anything further than  
4 that, yeah, Jeff would probably have the best --

5 Q. So that is a fact. Since the accident, you are doing  
6 additional survey work. Is that a true statement?

7 A. Uh-huh.

8 Q. Okay. That means a lot. Okay.

9 MR. TOBIN: Roger, just when you say soil, do you mean soil  
10 and also geological and hydrological formations?

11 MR. EVANS: Yes. That's what I mean.

12 MR. TOBIN: Because the question was soil.

13 MR. EVANS: Yeah, well I meant --

14 MR. TOBIN: I suspected you meant different -- so they --

15 MR. EVANS: I mean the, that the soil type that we have in  
16 that neighborhood where the fatality occurred, and you had the  
17 soils analysis done.

18 MS. SUTTON: Right.

19 MR. EVANS: And a high level of certainty from your soils  
20 person, saying that there was a lot of activity with soil. And  
21 what I'm trying to figure out is, since that person said that, are  
22 you now doing additional things that have to do with that  
23 analysis?

24 MS. SUTTON: Right. And --

25 MR. EVANS: That's what I'm trying to figure out.

1 MR. TOBIN: I'm just kind of recommending that, if that's  
2 what you want, that you ask about geological and hydrological  
3 formations --

4 MR. EVANS: Yes.

5 MR. TOBIN: -- so that the record's clear, as distinguished  
6 from merely soil.

7 MR. EVANS: Yes. Okay. So I will ask that question.

8 BY MR. EVANS:

9 Q. From the geological side of things, you know, are those  
10 factors been taken into your new direction? I mean, are the -- is  
11 there a new direction where you should consider those geological  
12 issues with soil?

13 A. Right. So based on what we know today, we have done that  
14 expanded survey based on the hydrological and geological  
15 information that we have received. And then I did -- and then  
16 Jeff Knights is going to be the greatest person for you to get  
17 that information from.

18 Q. Okay. Thank you so much. Well I appreciate that answer. I  
19 mean, that's a -- just wondering. Okay.

20 MR. EVANS: Now, can I bother you, Mr. Lawyer, for one of  
21 those forms over there? I just want to talk to one of those -- I  
22 see this form all the time.

23 BY MR. EVANS:

24 Q. Okay. So my question about -- these are the leak reports  
25 that I have in my hand. This one happens to be a Bates number of

1 000286 that I'm looking at. And what I want to be clear about,  
2 your department does this, correct?

3 A. The technicians fill them out. The form is there and  
4 generated by our group, and we collect the information from them.  
5 Yes.

6 Q. Right. So each one of these data fields that makes its way  
7 to this form, right, most of it is from, I guess, a database that  
8 already exists that, where the data is readily available for an  
9 address and all that type of thing, right?

10 A. Uh-huh.

11 Q. And if I were to ask you to comment on what comes from the  
12 survey, can we go down that list and say -- and I'm going to  
13 reference again the Form 280 -- I think it's a 6, I guess. Sorry.  
14 That is Form 286. So from this item, the Bates number 286, if you  
15 were to go through that data in there, and just kind of run down  
16 the fields of what the technician is going to enter from the  
17 field, could you do that for us?

18 A. Well, on how they fill it out, probably is -- not to put you  
19 off, but I think that explanation from a technician is probably  
20 going to be the better person to answer that question. But as you  
21 were kind of mentioning, you mentioned survey. And then you --  
22 but this is a leak report.

23 Q. Right.

24 A. And they're not necessarily one and the same.

25 Q. But when you do a leak survey, you're going to generate one

1 of these reports, correct?

2 A. Right. Right.

3 Q. Yeah.

4 A. Right.

5 Q. Yeah. So what I'm wondering is, is when you generate that  
6 leak survey, and you generate this report, some of that data is  
7 going to be input by the person out in the field who's doing the  
8 leak report, right?

9 A. Uh-huh.

10 Q. So I'm just -- I mean, if you don't know the answer, that's  
11 fine. You know, we'll maybe get it from, through John.

12 A. I don't have that OQ.

13 Q. Okay. Okay.

14 A. So I --

15 Q. Okay. That's fine. That's fine. Okay. So I'm going to  
16 cross that off my list.

17 MR. EVANS: So John, you and I will need to talk about  
18 that --

19 MR. McDILL: Yes.

20 MR. EVANS: -- form, because I want to get the -- how that  
21 form gets populated.

22 BY MR. EVANS:

23 Q. So, next question on my mind for you.

24 A. Okay.

25 Q. Did you have any role whatsoever in the decision to curtail

1 the 300 and the 2,800?

2 A. No, sir. I sure didn't.

3 Q. Nothing at all?

4 A. No.

5 Q. Did you supply data to do that?

6 A. Our team did create some maps. Yes. But the decision making  
7 was not at my -- was not my responsibility.

8 Q. Okay. But did you create the maps that made the -- just that  
9 helped them make the decision to do this curtailment?

10 A. Yes. We created maps -- yes.

11 Q. Okay.

12 A. We sure did.

13 Q. And who asked for those maps?

14 A. Jeff Knights. Jeff Knights --

15 MR. EVANS: Is he on our list, by the way?

16 MR. McDILL: Yes.

17 MR. McLAREN: He is. Last one.

18 MS. SUTTON: He sure is.

19 MR. COLLINS: He's the highlight.

20 MR. EVANS: Okay. Okay.

21 MS. SUTTON: Yeah. Yeah.

22 BY MR. EVANS:

23 Q. So Jeff Knight asked for these maps?

24 A. Uh-huh.

25 Q. Okay. And who would have asked Jeff for those maps?



1 A. I don't know.

2 Q. Okay. Just --

3 A. You might want to ask --

4 Q. Yeah, okay.

5 A. Jeff would know.

6 Q. We'll go ask -- we'll ask Jeff.

7 (Laughter.)

8 MR. EVANS: You're getting good at this.

9 (Laughter.)

10 BY MR. EVANS:

11 Q. Okay, no problem. Okay. Do you have anything at all to do  
12 with the composition of the gas, as it runs through the line,  
13 right? You know, where -- if it has propane in it, if it has --  
14 the collection of that data, is that under your realm?

15 A. No. That would be a measurement. That would be a  
16 measurement function.

17 Q. That you --

18 A. That's not my department. Right.

19 Q. Okay. Okay. Good. Okay. I just wanted to know. Okay. So  
20 let's go back to CMS -- CMS, CM Plus reports. Who has access to  
21 those reports?

22 A. To the CM Plus reports?

23 Q. Yeah.

24 A. Anyone with access to CM Plus, so engineers, operations,  
25 compliance, virtually anybody who has access to CM Plus would have

1 access to a report.

2 Q. So would that be the person doing, putting the data in for  
3 that report?

4 A. Yes. Yeah. So yeah, again, anybody who has access to CM  
5 Plus -- there is a reporting function, so there is very -- there's  
6 canned reports already created. And then if the special reports,  
7 anybody requests a special report, we can do that for them on the  
8 back end, with our programmers.

9 Q. Okay. So with that in mind, that -- so you say that the  
10 person out there -- so a subcontractor who's doing leak survey,  
11 would he have access to that?

12 A. So no, we're in the process right now, trying to determine a  
13 direction as it relates to that exactly, so today, no.

14 Q. And was that spawned from this accident, the looking into  
15 that?

16 A. No.

17 Q. Oh, that was --

18 A. As a matter of fact, it wasn't.

19 Q. Okay. Okay. Just curious.

20 A. Yeah. It was definitely prior to that.

21 Q. Okay. So if you're not a contractor but you are a Atmos  
22 employee, and you're doing a leak survey -- and I'm going to give  
23 you a scenario, and then you can --

24 A. Okay.

25 Q. -- just tell me if this is possible.

1 A. Okay.

2 Q. So let's just say that I am a guy out on a scene, and I've  
3 been in this neighborhood 15 times in the last month, right. And  
4 I would like to say okay, something's going on here, I'm going to  
5 run me a CM Plus report and see what gives, as far as the activity  
6 that's going on in this neighborhood.

7 So me, as an Atmos employee who's doing this leak survey, I  
8 would be able to run that report, and I could get that report  
9 while I wait in my truck, and so I could look at it? Is that  
10 correct?

11 A. The ability is there. The ability is definitely there. How  
12 often or how frequent that happens, I don't know.

13 Q. Okay. Do you know if -- how do I say this? I mean, if I'm  
14 leak survey person, and I know that I'm in a neighborhood where  
15 there's some leaks going on, I would like to find out, is there  
16 any training, or is there any sort of -- along the way that says  
17 hey, if you want to see what's happening in this neighborhood, run  
18 this report? Is that part of being a leak survey guy, that he  
19 could go back and say, hey, I want to know what's going on in this  
20 neighborhood, it seems like I've been here a bunch of times?

21 A. Yeah. I don't know. If I was a leak surveyor, I could  
22 probably tell you, but I don't know.

23 Q. Okay.

24 A. Yeah.

25 Q. But if I'm -- if you were a leak surveyor, and you wanted to

1 know what had happened in that neighborhood in the last six  
2 months, or a year, or two years, or whatever the -- I don't know  
3 what kind of date range you can accommodate with that report.

4 A. Right.

5 Q. I could get everything in front of me and say wow, this is  
6 the story of this neighborhood?

7 A. Right, right. There is a report, it's got historical  
8 information, you know, based on a particular geographical location  
9 which you can click on a map sheet. So if they knew which report  
10 to go to, they could pull up that historical information specific  
11 to that map sheet, and kind of get that snapshot that you're  
12 describing. Because again, the ability is there.

13 Q. So in your own -- I mean, I'm just -- in your own opinion, do  
14 you hear of people running these map sheet reports from leak  
15 survey guys? I mean, have you heard of that before in your career  
16 here?

17 A. How do I answer this question? Because, you know, I can give  
18 in my own example as an engineer, and as an ops manager. You  
19 know, I've used tools within CM Plus myself, my own personal  
20 experience, but for -- it's kind of a broad statement. I'd want  
21 to ask folks in operations, specifically, that question that you  
22 asked, to kind of know for sure. I'm sorry.

23 Q. Okay. That's all right.

24 A. Yeah.

25 Q. So let me ask you this, though. After the accident, and we

1 had three homes that, you know, caught fire, one of them explode,  
2 killed somebody, did you take it upon yourself to perhaps look at  
3 a map report for this neighborhood, just to see what was going on  
4 there? Did you do that? Or did any of your people, do you know  
5 of, that did that?

6 A. So, you know, in the moments and days after, as you could  
7 imagine, there was a lot of discussion, a lot of things happening.  
8 And, you know, we looked at a lot of information, and provided a  
9 lot of information, I guess I should say. And we looked at, we  
10 did look at leak survey history, based on our compliance  
11 requirements. I know we looked at that. So -- and I can't  
12 remember definitively what exactly we looked at, but we did look  
13 at some of the historical information. I just can't remember --

14 Q. Yeah.

15 A. -- exactly when and exactly what.

16 Q. Right. Okay. But the proper term is called map sheet  
17 report, which would give you a -- if you're in the neighborhood,  
18 and you're a technician, and you want to see what happened, you  
19 pull -- and do you give it a date range? You can give it a date  
20 range?

21 A. As far as the last survey?

22 Q. Yeah, or the last four or five surveys.

23 A. Yes. Yes. We have the historical information there.

24 Q. And if someone were asking for a four or five-survey map  
25 sheet, for -- yeah, let's say the last four or five surveys, would

1 that be something that would come up rather quickly? I mean, you  
2 don't have to go out and smoke a cigarette and come back in, or --

3 A. No. Exactly.

4 Q. -- go have a Coke, and it's going to be right there?

5 A. Yeah. Yes.

6 Q. Okay. Okay.

7 A. It comes right up.

8 Q. Do the technicians, would an average technician who's been  
9 trained in using this CM Plus app, would they know how to run that  
10 report?

11 A. On the leak survey history?

12 Q. Yes.

13 A. I don't know for sure. I don't -- I'd like to say, you  
14 know --

15 Q. Okay.

16 A. They're a leak surveyor, and they survey map sheets  
17 frequently, you know, they should be able to pull that up and know  
18 when the last time they did a survey was.

19 Q. Okay. Okay. So -- okay. Well thank you for that answer. I  
20 do want to go a step further with that, though. If a -- since you  
21 are the data gathering people, right, you gather the data, right,  
22 and I know you don't analyze the data, you gather the data. But  
23 if someone were to call up a report, and they went -- they may  
24 have an ah-hah moment, say wow, there's a lot going on here, could  
25 they call you and say, I just looked at this area and I got an ah-

1 hah moment here, this is -- we got something going on here? Would  
2 they actually make that call to you, or would they call somebody  
3 else?

4 A. Typically, that would happen through their chain of command.  
5 And if it was a compliance-related ah-hah moment, then I'm sure I  
6 would get --

7 Q. With this guy involved?

8 A. Exactly. Yes.

9 (Laughter.)

10 MS. SUTTON: But I'm sure I would get a notification if it  
11 did have something to do with compliance.

12 BY MR. EVANS:

13 Q. Okay. Okay. I'm just curious, because that's -- I don't  
14 know. I'll keep my comments to myself. So do you have --  
15 different subject. You have Intergraph? Is that the system you  
16 use for your GIS system? Because it's a CAD system; is that  
17 correct?

18 A. Sure. So our distribution mains are on Smallworld ~~GE~~<sup>GDO</sup>. It's  
19 a GE product.

20 Q. Okay. And that, then that has what, attributes and layers  
21 and all sorts of data that you can run, pull out the data from the  
22 graphics, right?

23 A. Uh-huh.

24 Q. Okay. Yeah. So do you commonly collect any other  
25 information from another utility, like sewers, electrical mains?

1 Do you have that in your -- that's -- you don't even touch that?

2 A. No, we don't. We don't keep that kind of information in our  
3 own asset management system. So we're the system of record. That  
4 would be our system of record for our own assets.

5 Q. Okay.

6 A. Right.

7 Q. So you would -- if there was a sewer line that ran really,  
8 really close to your main, you wouldn't know that in your system,  
9 because all you're going to have in your system is the main?

10 A. Right.

11 Q. Okay.

12 A. Right.

13 Q. I wanted to make sure I understood that. Okay. If we wanted  
14 to get that same report with third-party hits, and I don't know  
15 how far we went back with the radius, five --

16 A. Five years.

17 Q. Five years?

18 MR. EVANS: Since we're on that subject, do you want to have  
19 that?

20 MR. McLAREN: I did -- I would like to see that, as -- with  
21 that, only that layer turned on, because it may have cluttered  
22 up --

23 MR. EVANS: Okay. Yeah.

24 MR. McLAREN: -- the report that was run.

25 MR. EVANS: Yeah. So that --



1 MR. McDILL: Okay. With only, that layer only? We will --  
2 (indiscernible).

3 MR. McLAREN: Yes. With only that layer on, so it was just,  
4 this is just the third-party activity in that 1-mile radius.

5 MR. EVANS: We can talk about that, all of the energy --

6 MR. McDILL: Okay. Right.

7 MR. EVANS: -- but we'll talk about the third-party hits for  
8 that.

9 MR. McDILL: Okay.

10 MR. McLAREN: Please.

11 MR. EVANS: Let's see. Do you have anything else?

12 MR. McLAREN: I have one -- a couple of follow-up questions.  
13 One was on the foreign line crossings, regardless of whether it's  
14 a utility, would -- sort of thinking transmission pipelines,  
15 production pipelines, gathering lines, how are hell is -- how are  
16 those foreign lines crossings handled within the program?

17 MR. EVANS: This -- that is Chris McLaren --

18 MR. McLAREN: Chris McLaren.

19 MR. EVANS: -- of ~~FMSA~~ <sup>PHMSA</sup> speaking, transcriber.

20 MS. SUTTON: So I believe we have, in our attribute data, a  
21 field for crossings. If I may, I can put that on my list of  
22 things to follow up back, and get you -- make sure I'm giving you  
23 that right information, on the crossings, and foreign pipe.  
24 Right, right. I could always reference back to, you know, their  
25 GIS, which we do, so.

1           MR. McLAREN: Okay. Is that acceptable? And then I just had  
2 one question following that, and that's regarding a -- the  
3 information. DIMP requires an operator to have adequate --  
4 provide that they have adequate knowledge of their system. And  
5 part of that is identifying missing or unknown information,  
6 developing a plan to carry -- to gather that information.

7           How do you -- how have you handled unknown information in  
8 your GIS? Has that been identified? And has Andrew communicated  
9 to you about the need to gather -- reduce the unknown information  
10 in the GIS? And have you communicated what attributes are unknown  
11 and needed to data gatherers?

12          MS. SUTTON: Sure. So if you look at kind of just, a  
13 historical view at what our system -- and as far as collecting the  
14 information on it, one thing that I can say that I'm proud of is  
15 that we are continuing to make -- have efforts that make strides  
16 towards getting more of that known information put into our GIS  
17 system.

18          And so we rely a lot on operations to give us that  
19 information, you know, proper (indiscernible) to give us that  
20 information. And then, you know, if we do have digs that occur,  
21 and it validates information in our systems, we take a lot of  
22 different things into account to try to keep our systems as up-to-  
23 date as we can, and as current as we can but, you know, knowing  
24 that we're living with some amount of unknown data.

25          And so again, I mean, I would just say that our trend is that

1 we're getting better in that department.

2 MR. McLAREN: Okay. Thank you.

3 Thank you, Roger.

4 MR. EVANS: Anything else?

5 MR. COLLINS: One last question. Jim Collins, Railroad  
6 Commission of Texas.

7 BY MR. COLLINS:

8 Q. On the map corrections, do you know the turnaround time for  
9 those?

10 A. We typically -- shoot. I had it in my head and then -- let  
11 me verify.

12 Q. Okay.

13 A. Let me verify that for you.

14 MR. COLLINS: Okay. Thank you. That's all I had.

15 MR. McDILL: John McDill, Atmos Energy.

16 BY MR. McDILL:

17 Q. And Marlo, just a few follow-up questions. You said earlier,  
18 I think, that if operations identifies a need to conduct a survey,  
19 for whatever reasons generated, they will do that?

20 A. They -- right. They should be able to have that ability to  
21 do that if they need to.

22 Q. And do they -- do you -- so when they decide to survey an  
23 area, do they pass that information on to your team?

24 A. Right, to set up the parameters of that special survey. Yes.

25 Q. Okay. So all that would be logged and recorded and tracked?

1 A. Yes.

2 Q. Are there other times where accelerated surveys beyond the  
3 normal compliance frequencies are conducted?

4 A. As it relates to special surveys?

5 Q. Maybe not the special surveys, but are there times --

6 A. Sure.

7 Q. -- where surveys are conducted more frequently than the  
8 prescribed periods of time?

9 A. Right. So we do -- we rely on some information from Andrew  
10 Marshall's team to assign -- and they assign, based on certain  
11 parameters that they ran in their models, they've identified a  
12 high-risk distribution surveys. And so even though that, those  
13 map sheets might have been -- or those assets might have been  
14 another survey frequency, we accelerate them based on information  
15 that we get from their team, to go out and do additional  
16 accelerated actions in form of a survey that's assigned to the  
17 operations groups. So we do do some of that, yes.

18 (Simultaneous speaking.)

19 BY MR. McDILL:

20 Q. So that would be an output of a risk model?

21 A. Yes.

22 Q. Which a number of factors could be in the risk model, and  
23 maybe somebody else could better speak to it?

24 A. Right. Yeah. Andrew and Tammy, for sure.

25 Q. So there are accelerated actions based on risks that have

1 been identified?

2 A. Yes. I would say so.

3 Q. And post the incident of February 23rd, I think you said that  
4 there had been areas where you've been conducting additional  
5 surveys, more frequently than the compliance surveys?

6 A. Uh-huh. We had boots-on-the-ground surveys that were  
7 conducted. Right.

8 Q. Okay. So you're -- I think you said earlier, still working  
9 on gathering information, geological information, but you're  
10 continuing -- are you continuing any other actions? Are you  
11 continuing actions with survey, with respect to survey, based on  
12 maybe new information that's been learned post the incident?

13 A. We are continuing to do relatively frequent surveys in that  
14 area of Northwest Dallas, as well as some other areas that, you  
15 know, again, we're hoping to be validated by some of the  
16 information that will be shared with us soon.

17 Q. Okay. Thank you.

18 A. As an enhanced measurement.

19 Q. Okay. And just real quickly around the, kind of the ability  
20 of the map sheet reporting and all that is -- would compliance  
21 supervisors that would typically be ones, or other operations  
22 leaders, would they be the ones that kind of have the map sheet  
23 reports, the -- of that, that they would review as a review of a  
24 lot of activity? Do you know?

25 A. I don't know for sure.

1 Q. Okay.

2 A. I think operations --

3 Q. Okay.

4 A. -- could probably better answer that question.

5 MR. McDILL: Okay. I think that's all the questions I had.  
6 Thank you.

7 MR. EVANS: And Roger Evans, just a couple of questions, I  
8 promise.

9 MS. SUTTON: That's okay.

10 BY MR. EVANS:

11 Q. It's 5 till 5:00. It's a long day, I know. You talked about  
12 the fact that you had scanned millions of documents into the  
13 system. Are those documents, are they available to anyone who has  
14 access to the GIS?

15 A. Anybody who has access to Laserfiche. And --

16 Q. Laserfiche is?

17 A. Sorry. So Laserfiche is our online repository. It's the  
18 viewer by which we look at our records that have been scanned.

19 Q. So it's separate from the GIS?

20 A. Separate from the GIS.

21 Q. Okay. So the scanning is done -- is just not -- you don't --  
22 you can't click on a node in GIS and pull up a document, a scanned  
23 document?

24 A. So in ~~GEO~~<sup>GDO</sup>, not currently, but in our transmission system, we  
25 can do that.

1 Q. Okay. Okay.

2 A. Right. And we're wanting to get to that point on our  
3 distribution system.

4 Q. Okay. So whenever you do your leak surveys, and like a grade  
5 1 leak, so if I were to ask for a report from Mr. McDill here,  
6 okay, that said, show me every single leak you've ever had that  
7 had geotechnical as a reason for the -- you know, the basis, I  
8 guess, for what they thought the leak was caused by, would you  
9 have any of those in the system today?

10 A. No, because there's no selection for geotechnical.

11 Q. Okay.

12 A. But there is one for ground movement, if that's what you're  
13 getting at.

14 Q. There is one for ground movement?

15 A. Yes.

16 Q. So I would be able to go back ten years and say, all ground  
17 movement reason for leak issues I could find to get a report of  
18 those?

19 A. You could get that report. Yes.

20 Q. Okay.

21 MR. EVANS: John, I'd like that report, last five years.  
22 Thank you. For a, I don't know, let's say that radius there?

23 MR. McLAREN: Yeah. I think you ought to go back ten to  
24 cover all the extensive El Nino --

25 MR. EVANS: Okay.

1 MR. McLAREN: -- Chris McLaren -- drought/flood cycles. I  
2 think your ten-year number was excellent, and I think you probably  
3 don't need to go, probably 5-mile radius.

4 MR. EVANS: Okay.

5 MR. McLAREN: And yet a bit more is more representative.

6 MR. EVANS: Okay.

7 MR. McLAREN: John, do you agree?

8 MR. EVANS: Yeah.

9 MR. McDILL: I don't know. Taking note.

10 MR. EVANS: Okay. Yeah. I know that -- I like that idea.  
11 So that's -- I'm glad you had that. That's --

12 BY MR. EVANS:

13 Q. And my last question is, this gentleman sitting next to me,  
14 Mr. TRC, can you describe how you interface with TRC in your job,  
15 just in maybe like a typical, when you see this guy coming, run?  
16 I mean, like saying, oh no, him again. But can you give us a  
17 thumbnail sketch of what your involvement would be with TRC in  
18 your job?

19 A. Sure. So for me personally, we interface when audits roll  
20 around, and we're providing documentation to their teams during an  
21 audit. And then, you know, unfortunately in case that we do have  
22 an incident, we'll also provide information to their teams as  
23 needed on anything related to historical information, anything  
24 they need in an incident type setting.

25 And then, you know, it was Stephanie ~~Wegman~~<sup>Weidman</sup> (ph.) and I, we



1 talk on a frequent basis, as well. Maybe it's guidance. Maybe  
2 it's a particular issue, but we do talk pretty frequently.

3 Q. Okay. And have you changed -- I mean, from results of what  
4 TRC does when they're working with you on audits and stuff like  
5 that, have you changed the way you do business since you've been  
6 in this job, you know, as far as based on the audits that they've  
7 done and they've, you know, they find, they have findings, and  
8 they -- is there anything that you say okay, we got to change  
9 this, this isn't good enough, or let's do it this way, or that  
10 way? Has that been part of your role?

11 A. I don't -- I mean, absolutely. I mean even before me, you  
12 know, we -- you know, Atmos, the culture in general, we want to  
13 know if there's a gap. And if, coming out of an audit, we  
14 identify something, a process, whatever the issue might be --

15 Q. Right.

16 A. -- that we feel we should change, collectively, within our  
17 leadership, if it's going to make us better and get us better down  
18 the road, we want to know. So if an issue comes up, we're going  
19 to fix the issue, and then also look for an opportunity to  
20 improve, overall.

21 MR. EVANS: Okay. Okay. That's all I have.

22 MR. McDILL: No questions.

23 MR. McLAREN: Thank you. Thank you.

24 MR. EVANS: Thank you so much.

25 MR. McDILL: Thank you.

1 MS. SUTTON: Sure.

2 MR. EVANS: It's been a wonderful interview, by the way, so  
3 thank you.

4 MS. SUTTON: Thank you.

5 MR. EVANS: Really appreciate it.

6 MS. SUTTON: I appreciate that, too.

7 MR. EVANS: Yeah.

8 MR. McLAREN: Two hours, almost on the nose.

9 MS. SUTTON: Yeah. You weren't kidding.

10 MR. McDILL: I didn't think you'd go the whole two hours. I  
11 was proud. I was hoping you wouldn't go --

12 (Whereupon, the interview was concluded at 5:00 p.m.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD


IN THE MATTER OF:           NATURAL GAS-FUELED EXPLOSION OF  
RESIDENCE, DALLAS, TEXAS,  
FEBRUARY 23, 2018  
Interview of Marlo Sutton

ACCIDENT NO.:               PLD18FR002

PLACE:                       Plano, Texas

DATE:                         April 24, 2018

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.

  
Pamela C. Jacobson  
Transcriber