



National Transportation Safety Board

Washington, D.C. 20594

Name: Michael Robinson

Department Atmos Energy / Mid-Tex Operations

Title: Sr. Service Technician

Date of Interview: February 28, 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.

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: MICHAEL ROBINSON

Hampton Inn and Suites
Dallas, Texas

Wednesday,
February 28, 2018

APPEARANCES:

RAVI CHHATRE, Hazardous Materials Accident Investigator
Emergency Response Group
National Transportation Safety Board

RACHAEL GUNARATNAM, Hazardous Materials Accident
Investigator
Emergency Response Group
National Transportation Safety Board

STEPHEN JENNER, Ph.D., Human Performance Investigator
National Transportation Safety Board

ALEX COLLETTI, Accident Investigator
Pipeline and Hazardous Materials Safety Administration
(PHMSA)

DARREN LEMMERMAN
PHMSA

JIM COLLINS, Regional Manager
Railroad Commission of Texas

NICK HOFMANN, Associate General Counsel
Atmos Energy
(On behalf of Mr. Robinson)

<u>ITEM</u>	<u>I N D E X</u>	<u>PAGE</u>
Interview of Michael Robinson:		
By Mr. Chhatre		6
By Ms. Gunaratnam		35
By Dr. Jenner		40
By Ms. Colletti		46
By Mr. Collins		48
By Mr. Chhatre		50
By Mr. Collins		55
By Ms. Colletti		56

I N T E R V I E W

1
2 MR. CHHATRE: Good morning. Today is Wednesday, February 28,
3 2018. We are currently at Hampton Inn and Suites located at 1351
4 North Stemmons Freeway, Dallas, Texas. We are meeting regarding
5 the investigation of explosion of a house located at 3534 Espanola
6 Drive in Texas, Dallas, Texas, that occurred on February 23, 2018.

7 My name is Ravi Chhatre. I am with the National
8 Transportation Safety Board, located in Washington, D.C., and I am
9 investigator in charge of this accident. The NTSB investigation
10 number for this accident is PLD18FR002.

11 I would like to start by notifying everyone present in this
12 room that we are recording this interview and we may transcribe it
13 at a later date. Transcripts will be provided directly to the
14 interviewee for review and identifying any typographical errors.
15 The transcripts may be posted in NTSB's public docket.

16 Also, I would like to inform Mr. Michael Robinson that you
17 are permitted to have one other person present with you during the
18 interview. This is a person of your choice. Your supervisor,
19 friend, family member, or if you choose, no one at all. Please
20 state for the record, your full name, spelling of your name,
21 organization you work for, and your title, business contact
22 information, such as mailing address, and whom you have chosen to
23 be present with you during your interview. Do not give me any
24 personal information.

25 MR. ROBINSON: Okay. My name is Michael Robinson --

1 MR. CHHATRE: Please spell it for the transcriber.

2 MR. ROBINSON: M-I-C-H-A-E-L, Robinson, R-O-B-I-N-S-O-N. And
3 I work for Atmos Energy, and my contact information, address, is
4 [REDACTED]. And what else you ask me?

5 MR. CHHATRE: And your current title.

6 MR. ROBINSON: I'm a senior service technician.

7 MR. CHHATRE: Okay. And whom you have chosen to be with you
8 during the interview?

9 MR. ROBINSON: Nick Hofmann.

10 MR. CHHATRE: Okay. Thank you.

11 Now, I would like to go around and have each person introduce
12 themselves. Please state your name, spelling of your name, your
13 title, and the organization that you represent, and your business
14 contact information. We'll start from my left.

15 MS. GUNARATNAM: Rachael Gunaratnam, R-A-C-H-A-E-L, G-U-N-A-
16 R-A-T-N-A-M, hazmat investigator with the NTSB.

17 MS. COLLETTI: Alex Colletti, A-L-E-X, C-O-L-L-E-T-T-I, PHMSA
18 accident investigation.

19 MR. HOFMANN: Nick Hofmann, N-I-C-K, H-O-F-M-A-N-N, associate
20 general counsel, [REDACTED]

21 [REDACTED].

22 MR. LEMMERMAN: Darren Lemmerman, federal OPS, D-A-R-R-E-N,
23 last name is, L-E-M-M-E-R-M-A-N, and contact information's on the
24 business card provided.

25 MR. COLLINS: Jim Collins, J-I-M, C-O-L-L-I-N-S, regional

1 manager for the Railroad Commission of Texas, contact information
2 provided on business card.

3 DR. JENNER: Stephen Jenner, S-T-E-P-H-E-N, J-E-N-N-E-R. I'm
4 a human performance investigator with the NTSB.

5 MR. CHHATRE: Thank you very much.

6 INTERVIEW OF MICHAEL ROBINSON

7 BY MR. CHHATRE:

8 Q. Mr. Robinson, for the record, tell us -- give us some
9 personal information -- I mean, professional information; tell us
10 what your current title is, how long you have been with the
11 company, what training, experience you have, and your current
12 responsibilities with the company.

13 A. I've been with the company 37 years. I'm a senior service
14 technician and the training I have is like -- say what you mean by
15 -- I don't understand about training. What you mean, what
16 training?

17 Q. Training for your job given by company, outside training
18 facilities, any training for -- job-related training.

19 A. Outside of the company?

20 Q. Inside, outside, whatever is relevant.

21 A. Well, I have training -- like I used to be in the meter
22 reading department, when I first started, for 6 years --

23 Q. Okay.

24 A. -- there and then I switched over to service department and
25 training in the high billing department, billing issues at the

1 company, Atmos. And service calls, courtesy calls, and all the
2 emergency calls, and leak training.

3 Q. Okay. And is your job OQ qualified?

4 A. Yes. Oh, yeah. OQ qualified, yes. I do take OQ
5 qualifications.

6 Q. Okay. And are your credentials current?

7 A. Yes.

8 Q. So the senior technician, what are your responsibilities?

9 A. Well, do emergency calls at night. So I work the nightshift,
10 and I do all the emergency calls and customer -- have to turn the
11 gas on for customers late at night, and that's mostly what I do
12 there, the emergency calls. It's mainly what I'm there for, for
13 the emergency calls.

14 Q. Okay. So what are your shift hours?

15 A. From 12 to 8:30 in the morning; 12 at night to 8:30 in the
16 morning.

17 Q. 12 to 8?

18 A. Yes, midnight.

19 Q. Okay. And that's regular schedule?

20 A. Yes.

21 Q. And when you say emergencies, can you give us an example what
22 kind of job and just give me examples which are typical?

23 A. Customer-generated order, call they smelling gas inside the
24 house or outside odor in the air relating to gas.

25 Q. And typically, how many calls do you respond to during your

1 shift?

2 A. Different -- I have different numbers. Some nights it might
3 be one or two.

4 Q. Okay. Anything else beside the gas odor calls? Only --

5 A. No gas complaints. We have a customer call in no gas
6 complaints. And like I say, active re-light orders after a
7 customer had leaks repaired in their lines, or whatever, something
8 like that.

9 Q. And how much territory you cover? How much territory you
10 cover?

11 A. I do the Dallas area.

12 Q The entire Dallas area?

13 A. Yes.

14 Q. And typically, how many people like you are there to cover
15 the Dallas area?

16 A. Just me.

17 Q. So the entire area, you really focus on.

18 A. Yes. Right.

19 Q. Now, going back to the emergency calls, can you just walk me
20 through your day on the day of the fire, and can you just tell me
21 what happened that day, when the call came in, where did you go?
22 Just walk me through.

23 A. Which address you talking about?

24 Q. Well, the -- I think, what happened on 21st.

25 A. The 21st?

1 Q. 21st. I understand there three: 21st, 22nd, and 23rd.

2 A. Okay. The 21st, okay, you want me to talk through on that
3 one?

4 Q. Yeah. You just tell me how your day went, when did you get
5 the call.

6 A. Got the call early in the morning. I'm not specific what
7 time it was on there, but I got the call early in the morning, and
8 I arrived there, and what I normally do, like I always do, get
9 with the fire department, the fire chief, or either the command
10 post, with them first, and find out what the situation is, and
11 make sure my safety is -- for me to go wherever I need to go to
12 find the gas meter for them.

13 And I got there, and they -- when I got there, I talked with
14 them and they told me the gas -- they asked me a question, where
15 the gas meter was, and I told them my record shows it's in the
16 back. And they made a pass for me to get -- for safety, to get
17 back there to the gas meter. I got the gas off. Well, the gas
18 was already turned off when I got there. They turned the gas off.

19 Q. I'm sorry, say that again.

20 A. When I got there, the fire department already had turned the
21 gas off.

22 Q. Okay.

23 A. Turned the valve off to the gas, so after that, I talked to
24 the chief and I told them that the gas -- that they did get the
25 gas turned off, and so I just went and actually did my actual

1 survey and my training of what I was supposed to have been doing,
2 making sure there's no gas involved to the house or nothing like
3 that.

4 Q. Okay.

5 A. And make sure all the gas was off, plus preparing for the
6 fire department while they was inside the house working. And I
7 got -- did all what I need to do to get the gas off, seal the
8 meter, and everything, checked the pressure in the pressure to
9 make sure that the pressure wouldn't override from the regulatory,
10 nothing like that, and then the pressure checked okay.

11 And I just sealed the meter completely, and lock it down.

12 Q. Okay. So for the record, tell us the address.

13 A. 3527 Durango.

14 Q. 3527 --

15 A. Durango.

16 Q. -- Durango.

17 A. Uh-huh.

18 Q. Street, port?

19 A. Not for sure.

20 Q. Okay.

21 A. Might have been Drive. I'm not sure.

22 Q. Okay. Durango Drive. Okay.

23 A. Yeah.

24 Q. And who called you?

25 A. My dispatcher called.

1 Q. Okay. And does the dispatcher typically tell you who called
2 them?

3 A. Yes. Well, they didn't tell me specifically who called, but
4 they told me I had a fire call.

5 Q. Fire department called.

6 A. No, they told me -- the dispatcher talked to me, he said,
7 well, I got a house fire, structure fire, or something like that.

8 Q. Okay.

9 A. And so went from there, so then I -- I don't know who called
10 and let them know, but --

11 Q. Okay. Now, do they call you on the phone or does it get --
12 you know, you are sent --

13 A. Called me on my phone.

14 Q. Okay. And that's a company phone, right?

15 A. Yes.

16 Q. Okay. And so after you get the phone call and you get the
17 address, and you just drove to the location?

18 A. Yes, to the location. Yes.

19 Q. And was the fire department already there?

20 A. Yes.

21 Q. Okay. And do you remember whom you talked to on the fire
22 department?

23 A. No, I just -- whoever's at the command post, I just let them
24 --

25 Q. Okay.

- 1 A. -- I report to let them know I'm there, and they will notify
2 the chief that, like I say, ~~happens to hear~~, and they go from
3 there. will let me know where to
- 4 Q. Okay. And so you meet them on the street on Durango --
- 5 A. Yes, on the --
- 6 Q. -- and --
- 7 A. Wherever the command post is located at.
- 8 Q. Okay. But you don't remember where it was.
- 9 A. It was on -- I think it was on the -- I'm not for sure,
10 really, I can't -- I think it was on Durango. Yeah.
- 11 Q. Okay.
- 12 A. Yeah, Durango.
- 13 Q. So you went to the command post first and then you walked to
14 the meter location?
- 15 A. Right.
- 16 Q. Okay. And as you walked, do you smell a gas odor?
- 17 A. No.
- 18 Q. You didn't smell any gas odor.
- 19 A. No.
- 20 Q. You went back and I think the meter is in the back of the
21 house?
- 22 A. Yes, in the back, close to the alley at the inside of the
23 fence, what we call, like, an alley fence.
- 24 Q. Okay. And so how did you get in through the alley fence?
- 25 A. I came off the street front; the front street; down the

1 driveway.

2 Q. Okay. From the street, you walked back.

3 A. Yeah, down the driveway.

4 Q. Okay. So meter was on the owner's property or it was --

5 A. It was on the owner property.

6 Q. Property. Okay.

7 A. Yeah.

8 Q. So as a routine procedure, when you read the meter, what do
9 you do? Before you go near the meter, did you check any gas -- do
10 you check any gas readings as you enter the property or you just
11 went straight to the meter?

12 A. I just went straight to the gas meter.

13 Q. Okay. And was the house still had the fire as you walked?

14 A. Not -- if I can recollect, I don't think it did. I don't
15 think it did. I'm not sure, but I don't think it did, though.

16 Q. Okay. And so -- but you just smelled burning smell --

17 A. Yeah, I did, the burning smell, yes.

18 Q. Okay. But you didn't see any flames or --

19 A. No.

20 Q. -- anything like that?

21 A. I'm pretty sure I don't think I did, and because they was all
22 working inside the house. And like I said, they was inside in
23 there because normally, if they're not inside, they can't get
24 inside because it's still burning, so the fire was out, most
25 likely.

- 1 Q. They, meaning the fire department, right?
- 2 A. Huh?
- 3 Q. They, meaning the fire department.
- 4 A. Yes, the fire department. Yes.
- 5 Q. Do you remember how many people were there?
- 6 A. Not sure.
- 7 Q. Okay. And so you went to back of the house, you saw the
8 meter.
- 9 A. Right.
- 10 Q. And did you smell any gas at that time?
- 11 A. No.
- 12 Q. No gas odor at all.
- 13 A. No gas odor at all.
- 14 Q. You looked at the meter and meter's locked already.
- 15 A. Well, the valve's just turned off.
- 16 Q. Right. Okay.
- 17 A. Yeah, so like I say, wasn't no lock on there. Normally, what
18 -- there wasn't no lock on it, so normally, we put our own lock.
19 The fire department don't lock it. They just turn it off.
- 20 Q. Okay. The meter was turned off.
- 21 A. Yeah.
- 22 Q. Okay.
- 23 A. The meter was turned off at the valve.
- 24 Q. Okay. And you didn't see any damage to the meter.
- 25 A. No.

1 Q. Okay. No damage.

2 A. No damage at all.

3 Q. Okay. And so you turned off -- meter already turned off,
4 then what did you do?

5 A. like I say, I checked the pressure, I went back to the truck
6 and got my gauge there so I can check the inside of the pressure
7 of it on outside coming in to make sure that, like I said, the
8 regulator didn't, like I said, over pressurize, so it was showing
9 the ounces like it's supposed to show.

10 Q. And do you remember what the reading was?

11 A. On the -- 4 ounces.

12 Q. 4 ounces.

13 A. 4 ounces, yes.

14 Q. Okay. 4 ounces. Okay. So next step, you were able to check
15 the indoor pressure and it meets your requirement.

16 A. Right.

17 Q. Okay.

18 A. Our requirement, yes.

19 Q. And did, any time during this process, you use any gas meter,
20 any gas reading meter?

21 A. What you mean?

22 Q. Well, did you check for the presence of gas, natural gas, in
23 the area. As you walked from the front of the house --

24 A. Yes.

25 Q. -- going toward meter --

1 A. I didn't smell any, coming to the front to the back, nor in
2 the alley.

3 Q. Right. But I mean, did you have your meter with you to
4 check, was there any gas readings?

5 A. Yes, I had my -- well, yeah, I had that to check to make sure
6 there's no leak on the outside of the line, and I put a bar ~~hold~~^{hole}
7 right there at the ground with no -- I didn't pickup no gas there.

8 Q. Which meter did you have with you? What technology? Do you
9 remember what the gas meter was?

10 A. It's called the -- it's the Sensit Gold that we use. It's
11 called -- it's for gas, to pickup gas readings, or either CO in
12 the reading, or something like that.

13 Q. Okay. Do you remember what the company model of the gas
14 meter?

15 A. What you mean the model? It's called a Sensit Gold. Gold.

16 Q. G-O-L-D?

17 A. S-E-N -- Sensit, S-E-N-S-I-T, it's got the gas tracker.

18 Q. Okay. Sensit gas tracker.

19 A. Yes. Sensit gas, uh-huh, Gold.

20 Q. Okay. And when was that calibrated last? Do you remember?

21 A. I did it -- I knew it was due the 3rd of this -- the 5th of
22 this month, that's when it's due, this month, it was up to date.
23 I did it on the 5th of February, and it due on the, expire day,
24 it's due on the 3rd, the 5th, 2018.

25 Q. I'm sorry, say that again.

1 A. Okay.

2 Q. February 3rd?

3 A. I did it on the 2nd -- February the 5th.

4 Q. Okay. February 5th, okay.

5 A. Right. February the 5th.

6 Q. 2/5, you calibrated.

7 A. Yes.

8 Q. Okay.

9 A. And it's due on the 3rd, the 5th.

10 Q. 3rd of February.

11 A. March.

12 Q. March. Okay.

13 A. Yes.

14 Q. Okay. And do you do the calibration in-house or you send the
15 meters out.

16 A. In-house.

17 Q. Okay. And who does that?

18 A. I do it.

19 Q. Okay. And can you go through, quickly, the procedure, how
20 you do it?

21 A. The calibration station that we set it on at work, and then
22 we just set it on the DO, the mode that it's supposed to be in to
23 calibrate, and just go through all the cycles of methane, CO, and
24 all that, and once you get through all the checking through it,
25 it'll let you know, calibration completed.

1 Q. Okay.

2 A. And we had to put a sticker on it every time that we do it.

3 Q. Okay. So was the meter turned on when you entered -- from
4 the front of the house to go to your meter location, was your gas
5 testing was on or off?

6 A. Yes, it was on.

7 Q. It was on.

8 A. Yeah.

9 Q. And did you look at it before you entered the property or you
10 looked at it when you went near the meter?

11 A. I can't remember. No, I can't remember if I --

12 Q. Okay.

13 A. -- if I looked at it or not. Now, I knew I had it on.

14 Q. Right. Right.

15 A. If it picks up something, it's going to start beeping and let
16 me know.

17 Q. Okay.

18 A. And probably, like I say, I can't remember.

19 Q. That's okay.

20 A. Yeah.

21 Q. Might have been -- it never beeped.

22 A. No, it never beeped. No.

23 Q. Never beeped.

24 A. Never did show a reading or nothing.

25 Q. Okay.

1 A. When I did get to the point where I was at the location, it
2 never did show a reading or nothing on there.

3 Q. And do you have a procedure how to respond to emergencies
4 like this? Does the company have a procedure that you are
5 supposed to follow? Is there a written procedure?

6 A. Well, I don't know about the written part, but no more -- I
7 know I had to -- my calls had to be within -- for a hour; 45
8 minutes to a hour.

9 Q. Okay.

10 A. Yeah.

11 Q. So you had to respond.

12 A. Right.

13 Q. Okay. Now, for emergencies like gas, which seems to be your
14 major work, does the company have any operating procedure that,
15 when the call comes in, you will do this, this, this, in that
16 statement. Is there a procedure for you to address these
17 emergency calls?

18 A. Well, it's called according to my training.

19 Q. Okay.

20 A. I was trained, so normally I just know -- everybody, when you
21 train, you got -- everybody's training is different, so I just
22 deal with my -- well, I've been doing it all my years on the
23 training. As I'm walking through it, like I say, I'm not smelling
24 gas, or nothing, I just, you know, keep going to where I can find
25 the gas meter, and do everything I need to do outside of that

1 meter out there, even on the outside of the meter --

2 Q. Okay.

3 A. -- on my checking.

4 Q. And who did train you? Either training school or you -- like
5 a senior person trains you.

6 A. We have training schools and then we have, like, you get
7 trained on the job training.

8 Q. Okay. So did you go for -- to a training school to -- for
9 addressing these?

10 A. Yes.

11 Q. Or somebody else kind of walk you through and --

12 A. I went to training school for, like, 2 weeks, 2 or 3 weeks,
13 something like that.

14 Q. Addressing these emergency and all that.

15 A. Yeah. Uh-huh. Emergency. Yeah.

16 Q. Okay. And do you remember where the training school was?

17 A. Oh, man --

18 Q. No, if you don't, you don't.

19 A. I don't remember because -- yeah.

20 Q. So you didn't go one location for the company, like,
21 different locations for training or?

22 A. No, we had, back in the day, it was -- we had a different --
23 we had one different location -- one location back in the day, so
24 it's been a while.

25 Q. Okay. So how long have you been a technician addressing the

1 emergencies?

2 A. Going on 20 -- let's see, I did February 26, 37, so looking
3 at 31 years.

4 Q. Thirty-one years doing that.

5 A. Yeah.

6 Q. So when did you become a senior technician?

7 A. Oh, probably -- I couldn't remember.

8 Q. Okay.

9 A. It's been so long. Yeah.

10 Q. That's okay.

11 A. I can't remember.

12 Q. Like, quite a few years or --

13 A. No, it's been 10 years.

14 Q. Oh, a while. Okay.

15 A. Yeah, been a while. Yeah.

16 Q. So going back to the training school, do they give you
17 training, any training, material while you are being trained for
18 the job?

19 A. Yeah, well, back in the day, they did. When we did do the
20 training, though, we went to the class and they gave you material
21 to bring with you.

22 Q. Okay.

23 A. (Indiscernible).

24 Q. Sure.

25 A. And that way if you want to look back into --

1 Q. Okay.

2 A. Look back into it.

3 Q. So that's training. Now, going back to your day-to-day job,
4 either the company had -- does the company have an operating
5 procedure to address different jobs that you do, like --

6 A. Oh, yes.

7 Q. -- turning off the gas, turning on the gas.

8 A. Yeah. We got different procedures for that. Yeah.

9 Q. Okay.

10 A. Yeah.

11 Q. And do you have those on your truck in case you forget
12 something or are they kind of --

13 A. Yeah.

14 Q. -- at the office?

15 A. I can always look back in my laptop and look at something.

16 Q. Okay. So they are available to you.

17 A. Yeah. Right. They on the Web site for us.

18 Q. Okay.

19 A. On our Atmos Web site.

20 Q. Okay. So it's available to you on your screen.

21 A. Yes.

22 Q. So just quickly walk me through your process, your dispatch
23 center calls you and you are the only person.

24 A. Right.

25 Q. So they call you on the phone.

1 A. Right.

2 Q. Now, is there a -- in your truck, is there a screen, some
3 kind of a computer equipment that tells you had to go --

4 A. Yeah, we have a tablet that we read off of, look at the
5 address, and the time the call came in, everything.

6 Q. Okay. Now, so you are dispatched, now, do you have to do
7 anything when you reach the location, like, hey, I arrived, I got
8 the call, is there any acknowledgement given back to the
9 dispatcher?

10 A. Yeah. We have, arrived onsite, on the DO, we have to punch,
11 in route, then we punch, onsite --

12 Q. Okay.

13 A. -- let them know when we made it there.

14 Q. Okay.

15 A. The time and everything.

16 Q. So do you remember how far the meter was in the property?

17 A. From the back of the house --

18 Q. Just rough idea, so right next to the fence.

19 A. You talking about front or back, or from the back or front,
20 which way? From the front?

21 Q. Well, your meter is on the back of the house.

22 A. Right.

23 Q. On the owner's property.

24 A. You talking about from the back -- like I say, the back porch
25 to the meter or from the front of the house?

1 Q. No, no, back porch, back fence --

2 A. Okay.

3 Q. -- to the meter.

4 A. Okay. You want to know how far the meter is from the house,
5 right?

6 Q. No, from the property, the backyard, back fence.

7 A. Okay.

8 Q. Because the meter is -- like, your meter, this is the back
9 fence --

10 A. Right.

11 Q. -- this is the house, this is where you entered, this is
12 front, right?

13 A. Right. That's the back right there.

14 Q. And from what I understand from your discussion, meter is
15 somewhere in the back.

16 A. Right. Close to the fence.

17 Q. Through the fence. What is this distance here, between the
18 fence and the meter, is it like --

19 A. Oh, between the fence and the meter?

20 Q. Yeah.

21 A. Probably --

22 Q. Roughly.

23 A. -- I would say, probably, 1 foot at the most.

24 Q. That's it. So it's very close.

25 A. Yeah, very close to the -- yeah, about 1 foot.

1 Q. So you checked for -- so you go to the meter --

2 A. Right.

3 Q. -- and you said you checked the, I guess, operator's side of
4 the meter.

5 A. Yeah, it's the --

6 Q. So tell me, what did you do in that space.

7 A. And it's the supply side line coming into the gas, for the
8 gas coming up.

9 Q. Okay.

10 A. And I bar tested right there.

11 Q. Okay. So what did you do there? How did you check it, that
12 there is no gas?

13 A. I used my calibration machine that I ~~tell~~^{told} you about a while
14 ago, the Sensit Gold machine?

15 Q. Uh-huh.

16 A. And gas tracker. And I put a bar hole in the ground.

17 Q. Near the riser?

18 A. Near the riser.

19 Q. Okay.

20 A. Picking up no gas there.

21 Q. And which instrument do you use for the bar hole?

22 A. Do what now?

23 Q. Which instrument do you use to check for the gas --

24 A. The gas --

25 Q. -- the gas meter?

- 1 A. The Sensit Gold deal.
- 2 Q. Okay.
- 3 A. yeah, I use that.
- 4 Q. And no readings there.
- 5 A. No reading.
- 6 Q. No reading at all. Okay.
- 7 A. No.
- 8 Q. And do you check the service line going to the house?
- 9 A. The customer line?
- 10 Q. Or the customer line.
- 11 A. No, I couldn't test it because the fire department's inside,
12 like, the gas was off, and I couldn't turn it back on, because,
13 for safety reasons, because if I put gas back in that house, they
14 might have, like, cause an ignition or something, so I didn't test
15 it.
- 16 Q. Right. Right.
- 17 A. I didn't test the house line.
- 18 Q. But no bar hole testing was done there.
- 19 A. No. Uh-uh.
- 20 Q. Okay. So only bar hole was, like, one or two holes. How
21 many holes did you have?
- 22 A. I only put one hole by the service riser.
- 23 Q. Okay.
- 24 A. Right. And there was no gas there.
- 25 Q. And no bar hole going to the customer's side.

1 A. No.

2 Q. Okay. And so what was your -- and so how long you spent on
3 the property?

4 A. Not sure really. Probably, I guess, 25, 30 minutes.
5 Something around there.

6 Q. Okay. Okay. So you see no gas readings in the soil on your
7 side.

8 A. No.

9 Q. There were no testing on the customer side.

10 A. No.

11 Q. And so that was the end of your stay at the property? You
12 are done for your investigation?

13 A. Yes.

14 Q. Okay. And what happened then?

15 A. Then I went back to my truck and starting completing the
16 paperwork on the computer system.

17 Q. Okay. And --

18 A. And I talked to the fire department chief, make sure to let
19 them know that everything is -- I got everything secured in the
20 back back there and --

21 Q. Okay.

22 A. -- let them know that I was getting ready to leave.

23 Q. And did they tell you what the cause of the fire was, and did
24 you ask what the fire was?

25 A. Well, normally, now I have to ask why, what caused the fire,

1 and she said possibly -- well, I talked to an investigator, I
2 don't know who it was --

3 Q. Right.

4 A. -- and but she said, probably gas inside the house.

5 Q. Okay. So it was a female firefighter that you talked to.

6 A. Yeah, investigator. Yes.

7 Q. Right. Okay.

8 A. Mm-hm.

9 Q. And she said it was probably inside, so she --

10 A. She think it was inside the house, yes.

11 Q. Okay. All right. And did you do any other testing on your
12 2-inch main in the back or any --

13 A. I couldn't really -- only thing I did was surveyed it,
14 because I couldn't put no bar hole down because there was so much
15 water.

16 Q. Okay.

17 A. It was so swamped back there because of all the rain.

18 Q. Okay.

19 A. So I just did a survey above ground with my machine, seeing
20 if I'm picking up vapors, or anything like that, from gas, and I
21 checked the sides, I checked both sides, didn't find nothing. No
22 bubbles or nothing.

23 Q. Was it raining when you arrived at the scene?

24 A. No, it wasn't raining. It started raining afterwards.

25 Q. Was there any water on the ground near the meter?

1 A. Yes.

2 Q. Or near your riser?

3 A. Well, at the riser, there wasn't no water right there, but
4 there was water outside the alleyway. It was a muddy alley --

5 Q. Right.

6 A. -- so you could tell it had been ~~trenched~~ ^{drenched} out with water just
7 standing.

8 Q. What about the property between the house and the meter? Was
9 there a lot of standing water --

10 A. No more --

11 Q. -- in the yard?

12 A. No more than what the fire department had put down.

13 Q. Okay.

14 A. Because they put the soap foams out there --

15 Q. Okay.

16 A. -- and so it was soap foams, everything, in the backyard, so,
17 you know, it was all swamped down with water from that.

18 Q. With your bar hole testing, are there any requirements that
19 if it's too dry, that we really cannot go in the soil, or if it's
20 too wet, do you have any instructions as to when it might or might
21 not work really well?

22 A. On the bar hole?

23 Q. Mm-hm. I'm just trying to picking up, like you said, it was
24 too wet to do anything --

25 A. Yeah, it's --

1 Q. -- so I assume that that means --

2 A. Well, that way you observe yourself, you got to, like I say,
3 you can't put the machine in the water because it'll mess it all
4 up, so I had to just, like I say, do like a -- put it in survey
5 mode.

6 Q. Okay.

7 A. And the survey mode is where you survey above the top of the
8 soil. And like I said, and while you doing that, you looking for
9 -- either you going to see bubbles --

10 Q. Mm-hm.

11 A. -- because it's so saturated, and so full of water, and so
12 you try to look for bubbles, or you, like I say, watch your
13 machine as you're doing it, see if you going to pick some readings
14 up from the vapors or whatever.

15 Q. Okay. So you see meter -- but anyway, you didn't see no gas
16 or --

17 A. Nothing. I didn't pickup nothing. No.

18 Q. Okay.

19 A. No.

20 Q. So based on your experience, did you believe that gas is
21 somehow coming from anywhere else besides the house or --

22 A. Like I say, I couldn't say.

23 Q. Okay.

24 A. Like I say, I just did, on my part, what I supposed to do.

25 Q. Sure.

1 A. And I didn't pickup no gas.

2 Q. And I know you receive your training, what, 30-plus years ago

3 --

4 A. Yeah.

5 Q. -- but do you have any continuous training? Do you they make
6 you go, maybe, every 5, 10 years, refresher training in any way?

7 A. Yeah, I did that, like, I think 2 years ago. I did a
8 refresher course about 2 years ago.

9 Q. Okay. Can you tell me what the training involved? What did
10 the training -- you know, the refresher training?

11 A. It was involved in construction working, you know, my work
12 that I do -- daily work I do now, customer service work.

13 Q. Okay.

14 A. And most aspects of what we do outside of the field, like I
15 say, in construction, I'm not in construction, but I still go to
16 training classes. I do training classes for that too,
17 construction.

18 Q. Oh, okay.

19 A. Yeah.

20 Q. And how does that relate to your work?

21 A. It doesn't -- well, in a way it could. I might can, like I
22 say, crossover and help out one day. I already got a little
23 training in that field, so you can crossover in any numbers of
24 things, like, say, how to use locating -- do locations and all
25 that --

1 Q. Okay.

2 A. -- in training.

3 Q. So in that training, do they tell you about the new
4 equipment, any new techniques, in the refresher training?

5 A. Yeah, sometimes you learn something new.

6 Q. Okay.

7 A. Yeah.

8 Q. Do they also kind of refresh you when the probe or gas meter
9 may or may not work, what the rain might impact, and any
10 limitations on the instrumentation, they tell you, or teach you?

11 A. Well, you can mostly learn that in the field.

12 Q. Oh, okay.

13 A. Like I say, if you get water trapped inside of it, you know,
14 if it's not failing, then you learn -- like I say, why your
15 machines keep failing, you know, it might be one part of the
16 instrument inside there might be messing up, and if it is, you
17 turn it in, and if you can't fix it, you turn it in --

18 Q. Get a new one.

19 A. -- get a new one. And they send it off to the shop.

20 Q. Okay. But your operating procedures tells you that if
21 there's a water in the bar hole, don't stick your instrument in.

22 A. Well, yeah, you can learn that from your training. The
23 training tell you that.

24 Q. Okay.

25 A. I don't think the --

1 Q. Okay.

2 A. -- requirements tell you -- like I say, our training did.

3 Q. Sure. I'm just curious, so what happens if -- I mean, in
4 this case, you didn't see any reading, but if there is a gas in
5 the soil, and you -- water, so then you can't really see it, how
6 do you know -- how do I -- I mean, I guess, my question is, how do
7 you know that there is no gas in the soil, because they meter's
8 not going to work, you cannot do bar hole --

9 A. True.

10 Q. -- so how can you rule in or rule out that there is no gas in
11 the soil?

12 A. Well, I can only just go by what my training teach me and --

13 Q. And what does the training tell you?

14 A. -- the machine tell me. My training is, teach me, like I
15 say, you been on so many leaks, like, if you looking for bubbles -
16 -

17 Q. Okay.

18 A. -- in the ground, because sometimes the ground is so
19 saturated the ground going to bring up bubbles out of there.

20 Q. Okay. But that's the only thing you have, like, if there's -
21 -

22 A. Yeah.

23 Q. -- rain, or the soil is too wet, you can't really use your
24 bar hole, because it's going to draw water in the hole.

25 A. Right.

1 Q. You can't use your machine.

2 A. I can't use the machine in there, but I can use it above
3 ground, though.

4 Q. Okay. So the gas has to come to the ground and then you'll
5 see bubbles, but if that doesn't happen, you really have no idea.

6 A. Not really.

7 Q. Okay. Okay. And how many people were with you?

8 A. How many people what now?

9 Q. Is it a one-man crew?

10 A. It's just me.

11 Q. Just you. Okay.

12 A. Just me.

13 Q. All right. And so what did your report say -- when you are
14 done with your investigation, and you fill the paperwork, do you
15 remember what information you entered in that report, to close the
16 event, if you would?

17 A. Well, no more I just put I sealed the meter off, and the
18 line, and locked it.

19 Q. Okay. So tell me, why would you seal the meter if there is
20 no leak? Is that a standard procedure?

21 A. Yeah, standard procedure. Any time you have a fire or
22 something you got to turn the gas off because --

23 Q. Okay.

24 A. -- you got to make sure you put a safety device in because
25 you want to make sure you blocking all the gas going through the

1 line.

2 Q. Sure. And so when would you turn the gas on again? What is
3 the company procedure for that?

4 A. Whenever the customer -- well, I guess, most like, since it's
5 a fire, it's going to have to be approved by the city. They going
6 to have to approve for the gas to get back on first.

7 Q. Okay. And then the customer --

8 A. City inspector. Yeah.

9 Q. And the customer calls you or --

10 A. Yes, and they going to have to have a tag to show that
11 everything has been completed; been tested.

12 Q. Okay. And the gas for this address has not been turned on.

13 A. Far as I know. I don't know.

14 Q. Okay.

15 A. Not sure.

16 MR. CHHATRE: That's all I have. Thank you very much for the
17 help and it gives me some idea.

18 MR. ROBINSON: Okay.

19 MR. CHHATRE: You didn't see any damage. You didn't look at
20 the house to see where the fire was or the damage was?

21 MR. ROBINSON: No. No.

22 MR. CHHATRE: Thank you.

23 MS. GUNARATNAM: That was my question.

24 MR. CHHATRE: Okay.

25 BY MS. GUNARATNAM:

1 Q. So after you did the bar hole test, you then -- you didn't
2 get closer to the house. You didn't look at the --

3 A. No.

4 Q. Okay. Did you have any observations of what you saw when you
5 -- when you first came, was the fire still ongoing?

6 A. I don't think it was. I'm not sure. Like I said, like I
7 told you, I'm not sure, really. I don't think it was, because
8 they was inside in there.

9 Q. Okay.

10 A. Yeah.

11 Q. And did you see any -- did you see what was on the ground
12 when you were walking towards -- like, did you see any appliances
13 anywhere? Did you see --

14 A. It was so -- not really. I couldn't really say because there
15 was so much stuff on the ground.

16 Q. Okay.

17 A. I guess they were throwing everything out, I guess. I don't
18 know.

19 Q. Yeah. Can you describe the house; what you saw when you
20 arrived?

21 A. No more than I walked to the side of the house, like, just a
22 normal house. It was kind of bowed-out just a little bit.

23 Q. It was bowed-out?

24 A. Yeah.

25 Q. Okay.

1 A. On the side, and walked to the back, it was all burnt, so I
2 didn't really, you know, give a thorough observation of it.

3 Q. Right. When you say, bowed-out, you mean the sides were --

4 A. The side of the house was kind of hanging out a little bit.

5 Q. Both?

6 A. I don't know. I was just one side. I don't know about the
7 other side. I didn't go on the other side.

8 Q. Okay. So facing the house, that would be the left side?

9 A. Yes.

10 Q. The left side.

11 A. Left side drive.

12 Q. Okay. And was that side burnt?

13 A. No, it was in the back part of the house where it was burnt
14 at.

15 Q. Okay. So is it -- like, when you are working with the fire
16 department, do you guys have procedures for that, or is it --
17 what's the standard procedure for working with the fire
18 department?

19 A. Well, when you first get there, the first thing, you got to
20 go to the command post and report in. And then once you get
21 there, they'll report you in, let you know -- let you know -- call
22 the chief, there's dispatch out to let the chief or whoever they
23 dispatch to let them know that the gas company's here.

24 Q. Okay.

25 A. And they try to figure out where they need me to go and I

1 just sit there and wait until they tell me where I need to go from
2 there.

3 Q. Okay. And then when you finish doing the task you have to
4 do, in this case, it was turning off the gas meter, you then --
5 how do you close out with the fire department? Do you always have
6 to check back --

7 A. yeah. Well, I talk -- I try to get with the inspector,
8 whoever's inspecting there, and if the time I can't get -- they
9 are busy, I let the command post, or the chief, know that I need
10 to talk with one of them before they --

11 Q. Oh, with the arson investigator?

12 A. Yeah.

13 Q. Oh, okay. So did you work with the arson investigator here?

14 A. In a way I did, yeah. I reached out to her and told her, let
15 me know the findings if they come up -- if they can determine
16 anything.

17 Q. Okay.

18 A. And let me know if she could, that way I know if it's gas
19 involved or whatever, or just cause of an electrical fire, or
20 whatever it might be.

21 Q. And did she call you later?

22 A. I talked to her before she left.

23 Q. Oh, okay.

24 A. Onsite.

25 Q. And she told you?

1 A. She thinks it's possibly inside the house, where it started
2 from, in the back part of the house.

3 Q. Did she the reason; the cause?

4 A. She didn't say.

5 Q. Oh, okay.

6 A. She just said she thinks it was gas-related inside the house.

7 Q. Okay. And so do you document that in your report?

8 A. I think I did. I'm not sure really. I can't remember.

9 Q. Okay. So we'll probably get a copy of that. Ravi?

10 MR. CHHATRE: Yeah.

11 MS. GUNARATNAM: Yeah.

12 MR. CHHATRE: Sounds good.

13 BY MS. GUNARATNAM:

14 Q. Okay. And so then you close out, then you go back to your
15 computer, and then close out.

16 A. Yes.

17 MS. GUNARATNAM: Okay. All right. Thanks.

18 DR. JENNER: Sorry. Can we take a few minute break so I can
19 do an update.

20 MR. CHHATRE: Sure. Let's take a break for a few minutes.

21 Off the record.

22 (Off the record.)

23 (On the record.)

24 DR. JENNER: -- with the NTSB. Thanks for your story so far.

25 MR. ROBINSON: You're welcome.

1 BY DR. JENNER:

2 Q. I'm going to just jump around and just for some
3 clarification. At some point after you arrived, the fire
4 department said they believed it was gas-related?

5 A. Not on arrival. It was afterwards.

6 Q. Afterwards.

7 A. Yeah.

8 Q. Okay.

9 A. After I got ready -- complete the investigation out.

10 Q. Right. But when they said that, what did you think? Did you
11 think they were correct or did you have another thought about
12 that?

13 A. I really couldn't say, because like I say, I couldn't run a
14 test on the line because -- I couldn't run a test on the house
15 line, so I couldn't really say.

16 Q. Okay. And the reason you couldn't run a test on the house
17 line was because of the water buildup?

18 A. No, because the guys inside the house, like I say, the fire
19 department people's inside -- crew was inside the house in there,
20 and so if I would have opened that line, packed that line with
21 gas, there might have been an ignition or something from a spark,
22 or something, inside there --

23 Q. Okay.

24 A. -- so I just kept it closed.

25 Q. Okay. Is there a process where, at some point, you have time

1 to go back and do testing if you wanted to?

2 A. Well, you could, but I put it like this, you probably going
3 to find a leak because, like I say, from a fire, you know, if you
4 got flex lines, it's going to burn the lines up, or either an open
5 line, or something, that might cause -- they might have knocked
6 loose some pipe or something inside while they was going through
7 the rubbish and stuff.

8 Q. Okay. Were you surprised that you were getting, sort of, no
9 gas detection outside?

10 A. What you mean?

11 Q. Well, if you believed that it was caused by gas inside, would
12 you expect to get some type of reading, positive reading, outside?

13 A. Well, I would say -- I couldn't say, because you can and you
14 can't, it could be inside the house.

15 Q. And not outside.

16 A. Right.

17 Q. Okay.

18 A. It could be inside.

19 Q. Okay. The paperwork that you fill out afterwards, can you
20 walk me through who does that get sent to, and how, and when?

21 A. It's on our laptop, on our system, it goes to -- like I say,
22 I guess to wherever it -- I'm not sure where it go to, but it goes
23 into our Atmos Energy system.

24 Q. So you basically hit a send button?

25 A. Right. And it sends it to wherever the reports go to.

1 Q. Do you know who's on the receiving end?

2 A. No, I don't.

3 Q. Or the department that it goes to. If we wanted to talk to
4 someone like -- who gets these reports.

5 A. You, most likely, I really couldn't tell you. You would have
6 to get with, like I say, whoever handles all the computer system
7 stuff, I don't know, the hardware, all I know, I just send it
8 through and it goes back to the company; Atmos company.

9 Q. Sure.

10 A. To our company.

11 Q. Do you ever get feedback from your reports? So you send it
12 and maybe a day later, your phone rings and says, I'd like to talk
13 to you about this report?

14 A. No.

15 Q. Okay. Let's see --

16 A. Only if you going to send (indiscernible) back.

17 Q. You have, a couple times on scene, you talk to the fire
18 department and let them know what -- you exchange relevant
19 information.

20 A. Right.

21 Q. Is there ever a need for you to get the fire department's
22 reports on the incident at a later date?

23 A. Like I said, I don't know. Unless it's requested by somebody
24 up above me, I guess. They probably, you know, might go ask for
25 it. I'm not for sure how the fire department give out their

1 information.

2 Q. Okay. That's not something you routinely do or --

3 A. No, uh-uh.

4 Q. Okay. Would there ever be a need for you to get details of
5 the fire department's investigation?

6 A. Not me. No, I don't. not for me.

7 Q. Okay. And would you normally go inside the house and do
8 readings?

9 A. No.

10 Q. Okay. Again, if you can explain that, if you had suspicion -
11 -

12 A. Well, really --

13 Q. Okay.

14 A. -- we don't go in for safety reasons.

15 Q. Okay.

16 A. You know, it's one thing. Like I said, it's safety reasons
17 because you don't know what the condition that the house is in,
18 and the fire department, like I say, they make sure you all don't
19 go into

20 Q. Okay.

21 A. -- the place, structure, whatever it is.

22 Q. Okay. I imagine you've been to -- well, I saw the house and
23 I understand you not wanting to go in there. Let's say it's a
24 very minor damage and it's safe to go in, under those conditions,
25 would you go in?

1 A. No. I don't go -- we don't go in, period.

2 Q. You don't go in, period.

3 A. Yeah, we don't go in, period.

4 Q. Okay. And just to clarify, the bar hole testing, you were
5 able to conduct one near the meter.

6 A. Yes.

7 Q. If it were dry conditions and nice outside, would you have
8 done multiple?

9 A. Yes, exactly.

10 Q. But you were prevented from doing this because --

11 A. Because of the weather. Weather-related.

12 Q. Okay. Did you try and --

13 A. Yeah.

14 Q. Okay.

15 A. Try the other bar hole?

16 Q. Yeah.

17 A. No, because I know if I did, water's just going to go right
18 down from that hole, because it was -- like I say, it was so
19 swamped with water back there in the alley.

20 Q. Okay. So you --

21 A. It was swamped.

22 Q. From your experience, you knew if you tried, it would be --

23 A. It wouldn't be no good because it just go right down up in
24 the hole and it's going to fill right back up just as soon I even
25 try to put the machine down there to check it.

1 Q. Okay.

2 A. You know, because it was -- like I say, that alley was so
3 saturated.

4 Q. Okay. And if you can explain to me again, the bubbles you
5 look for, under what conditions do you look for bubbles?

6 A. What you mean, conditions?

7 Q. I think you were describing looking in a hole and if there
8 are bubbles coming out of the water?

9 A. Well, any time, you know, you walking, the ground there's no
10 -- it don't have to be holes in the ground or nothing, but that
11 water is going to have, you know, bubbling up out of the ground.
12 You can see it bubbling up.

13 Q. Right.

14 A. And like I say, you just run your machine across the bubbles
15 and most time you can pick the vapors up from it, from the
16 bubbles, what's coming up out of the ground.

17 Q. Okay.

18 A. You can tell it's -- like I say, get a reading on it, and,
19 you know, go from there.

20 Q. Okay.

21 A. Yeah.

22 DR. JENNER: Very good. That's all I have. Thank you.

23 MS. COLLETTI: This is Alex Colletti, for the record.

24 MR. ROBINSON: Hi.

25 MS. COLLETTI: Hi.

1 BY MS. COLLETTI:

2 Q. Couple questions for you. I wanted to talk to you a little
3 bit more about your conversation with the woman from arson. Do
4 you remember the specific words she used or can you elaborate a
5 little bit more about your conversation with her?

6 A. If I can remember right, I asked her, was it gas -- I asked
7 her, was it gas-related, and she said, yes, she thinks -- she
8 said, yes. I said, gas? Tell me, yeah. She said, I think it's
9 in the -- it was in that back part of the house back there, or
10 where the heavy damage was at, what she said, and I said, okay,
11 and then we left it at that right there.

12 Q. Okay. So with it being gas-related, would you have
13 considered it that it could possibly have migrated up the line
14 from, say, the main or the service line?

15 A. Well, I didn't pickup nothing in the detections, that we
16 found -- that I found out there anywhere.

17 Q. Okay. If you had, let's say, the bar hole that you did at
18 the service line, if you had picked up, let's not say a high
19 rating, but 2 percent or something, would you -- what would you
20 have done?

21 A. Proceed a little further.

22 Q. Okay.

23 A. And if I could get closer to that, make sure it's not going
24 back towards the house.

25 Q. Okay.

1 A. In other words, that my training requires me to do.

2 Q. Okay. So you would have performed additional bar holing or
3 surveying along.

4 A. Yes. Mm-hm.

5 Q. Okay. And then, let's say you got positive indications,
6 would you, and this is all hypothetical of course, because you
7 just got zero, but would you -- is there someone you would have
8 called? What are the procedures? You would have --

9 A. Yeah, we have to call someone and let them know, I'm picking
10 up gas.

11 Q. Okay. Who is that person?

12 A. It'd be the supervisors on call.

13 Q. You'd call the supervisor. Okay.

14 A. Yes.

15 Q. And then they would work within Atmos to --

16 A. Right.

17 Q. Okay. So in your determination, you didn't consider
18 migration to be important because you didn't get any readings
19 there.

20 A. I didn't pickup anything. Yeah.

21 Q. Okay. So that was what made you make decision.

22 A. Right.

23 MS. COLLETTI: Okay. That's all I have. Thank you.

24 MR. COLLINS: Okay. Jim Collins with the ~~River~~ ^{Railroad} Commission of
25 Texas.

1 BY MR. COLLINS:

2 Q. I do have, I believe, your service order here. I want you to
3 confirm that.

4 A. Okay.

5 Q. Okay. So my question refers to the last part of your
6 statement here. Can you explain what this part means?

7 A. That number?

8 Q. Starting with the number and --

9 A. 2737, that's the number of my Sensit Gold machine.

10 Q. Okay. So that's your Sensit Gold. Okay.

11 A. Yeah. My last name, Robinson, and any time that we've been
12 on an order for so long, that we had the order was on so long, we
13 had to put on why -- the late response on it. The time difference
14 from the first order. I had an order before that, but it was the
15 wrong address, gauge, so --

16 Q. Okay.

17 A. -- I completed the order out for the other address, the first
18 address, and then I went here and let them know that I had an
19 order before this order.

20 Q. Okay. Do you remember the order number or the address that
21 was wrong?

22 A. It was across the street. I'm not sure of the address, but
23 it was across the street.

24 Q. Across Durango?

25 A. Yeah, across Durango, next --

1 Q. Okay.

2 A. On the ~~Eden~~ ^{even} side.

3 Q. So on the opposite side, on the ~~Eden~~ ^{even} side of Durango was your
4 initial call.

5 A. Right. The customer --

6 Q. And when you showed up -- okay.

7 A. But the fire was on this side, on the 3527.

8 Q. Okay. I got you. Okay. And so this right here had --

9 A. Had an LIO before this call.

10 Q. Okay. What's an LIO?

11 A. That's another leak investigation order.

12 Q. Leak investigation order. Okay. Thank you.

13 A. Yes.

14 MR. COLLINS: Let's see, that is all the questions I have.

15 Thank you.

16 MR. CHHATRE: Can you give me the page number for the record
17 so we can --

18 MR. COLLINS: This was documentation provided by Atmos at --

19 MR. CHHATRE: Yeah, I know. Tell me what --

20 MR. COLLINS: The very first one that's stapled together.

21 MR. CHHATRE: Okay.

22 MR. COLLINS: That number?

23 MR. CHHATRE: Uh-huh.

24 MR. COLLINS: 000131. Starts with AEC-NTSB.

25 MR. CHHATRE: Yeah, yeah. 000131.

1 MR. COLLINS: Yes, sir.

2 MR. CHHATRE: Maybe I'm looking in the different stack. We
3 can worry about it later, but -- I'm sorry.

4 MR. COLLINS: It was -- that's it right there.

5 MR. CHHATRE: This Ravi Chhatre, NTSB. We just go through
6 any follow-up questions in case somebody needs clarification.

7 MR. ROBINSON: No problem.

8 MR. CHHATRE: I have a few questions for you.

9 BY MR. CHHATRE:

10 Q. In your bar hole test, near the riser, did you put your rod,
11 pull it out, did you see any migrating water in the hole?

12 A. No.

13 Q. So there is no water seeping in the hole.

14 A. No.

15 Q. Okay.

16 A. It just -- I think if I remember, it was just a little --
17 just not -- it wasn't really nothing really, but I didn't want to
18 put my machine all the way down in the hole because I already know
19 the ground was already saturated.

20 Q. Right.

21 A. I got so far as I can go with it, I didn't pickup no reading
22 at all.

23 Q. Right. But you didn't see any water starting to seep in, I
24 guess what I'm saying.

25 A. No, no water seeping in. No. No.

1 Q. Okay. And you said you are the only person on call on --

2 A. Well, I'm the only one with the regular shift for that shift,
3 but I do have other people that backs me up in case I have some
4 more emergencies come in.

5 Q. But they are not on duty.

6 A. No, they're not on duty. They're on standby call.

7 Q. On the standby call.

8 A. Right.

9 Q. So if you have more than one call at the same time, then you
10 can direct those.

11 A. Right. They'll call someone else out to help me.

12 Q. I see.

13 A. That's on standby.

14 Q. But on call, you are the only person.

15 A. Well, I'm not on call. I just say it's my regular shift.

16 Q. Regular shift. Okay.

17 A. I'm on my regular shift.

18 Q. Regular shift. Okay. These are the backup people.

19 A. These are the backup people. Yes.

20 Q. And are they all senior technicians or they are at different
21 level of expertise?

22 A. They senior technicians. You have to be a senior technician
23 to do emergency calls.

24 Q. Emergency calls.

25 A. Yes.

1 Q. Okay. So tell me how the structure works. I mean, tell me
2 the senior technician, whatever other clarifications, who responds
3 to gas calls and who --

4 A. Only senior technicians.

5 Q. Responds to that, day or night.

6 A. Yes. That's the only -- only senior technicians respond.
7 You have to be a senior technician.

8 Q. Okay. And what is the level below that? Is there a
9 technician level?

10 A. We have a service technician, then it's another service,
11 like, beginner service, and then you got middle service, so I
12 can't remember -- can't think of the name, I can't remember the
13 name of it, but the third level is the senior service technician.

14 Q. Okay. So you have to be a technician before you become a
15 senior technician?

16 A. You have to be a senior service technician before you become
17 a --

18 Q. So you were a technician before you became a senior service
19 technician.

20 A. Yes.

21 Q. And to make that promotional step, what do you have to do?

22 A. You got to go through all your training for service to be a
23 senior service technician.

24 Q. Okay. It's a different training.

25 A. Yeah. You got to be trained for all that, because like I

1 said, if you're not trained, you can't be one.

2 Q. Okay. And is there an examination after that training or how
3 do they know that you got -- they offer you the training, you took
4 the training, how would they know that, now you are qualified?
5 You are capable of using that training and respond to the call?

6 A. I'm not clear on the procedures on how they do that.

7 Q. Okay.

8 A. Like I say, I'm not --

9 Q. But there is no examination after --

10 A. Once they do the training, I don't know what the trainer,
11 whoever trains them, let them know that they ready or I'm not sure
12 on that.

13 Q. Sure. Okay. That's fine.

14 A. Yeah.

15 Q. After you are done with your call, did you look at the home
16 from the back? Your meter is on this map, the meter is on the
17 back, so did you take a look at the back of the home after or as
18 you are walking out? Did you see -- I guess what I'm saying is,
19 do you see damage, particularly, on left or right of the house?
20 If you did. I'm not saying you did.

21 A. I just, like I said, I didn't really observe that much.

22 Q. Okay.

23 A. I just walked through there, I was going back through, just
24 observing --

25 Q. Sure.

1 A. -- because I'm more watching myself because when you walking
2 through, they had all this stuff throwed out.

3 Q. Right.

4 A. So I'm more trying to get back out of they way while they
5 throwing stuff out of there because if you ever been on one,
6 you'll know.

7 Q. And is your job Monday through Friday or?

8 A. I come in Sunday nights and work off Friday morning.

9 Q. So that's your normal shift.

10 A. Uh-huh. Yes, sir.

11 Q. Normal schedule. Sunday through?

12 A. Friday morning.

13 Q. Friday morning.

14 A. Yeah.

15 Q. Okay. Now, did you respond to any other emergency calls in
16 the neighborhood, and when I'm saying neighborhood, I'm really
17 talking about the homes on either side.

18 A. In that day?

19 Q. Not that day.

20 A. Oh.

21 Q. Do you remember, I mean, we are told there are three
22 incidents, 21st, 22nd, and 23rd.

23 A. Well, I was on the 23rd. I responded to that call that
24 morning.

25 Q. Okay. But you did not respond to the call on 22nd?

1 A. No, I didn't go to that one. No.

2 Q. Okay. So were you not on --

3 A. Yeah, it was after my shift work.

4 Q. Oh, it was after your shift. Okay. That's what I'm asking.
5 Okay.

6 MR. CHHATRE: And that's all I have. Thank you.

7 MR. ROBINSON: All right. You're welcome. Any follow-up,
8 Rachael? Any follow-up? You're set? Okay. Any follow-up for
9 you?

10 MR. COLLINS: One. Jim Collins, Railroad Commission. One
11 follow-up.

12 BY MR. COLLINS:

13 Q. When you're performing a bar hole, since it was a saturated
14 condition, do you recall how deep you made your hole?

15 A. I can't recollect on that one.

16 Q. Okay.

17 A. All I know, I put a hole in the ground. I don't know -- I'm
18 not sure how deep it went.

19 Q. Okay.

20 A. But I know it went deep, though.

21 MR. COLLINS: Okay. Thank you.

22 MR. CHHATRE: Okay. Do you have any follow-up questions?

23 MS. COLLETTI: I'm sorry, Alex Colletti from --

24 MR. CHHATRE: Identify yourself.

25 MS. COLLETTI: Yeah, Alex Colletti, PHMSA.

1 BY MS. COLLETTI:

2 Q. For the -- you mentioned earlier, when you were talking about
3 that you wanted to check the pressure to make sure that was all
4 good, and I believe you talked about, you check the regulator?

5 A. Yes, the ending.

6 Q. How did you check that? What did you do specifically?

7 A. I have a gauge that I use and just, I put it on the underside
8 and tighten it down.

9 Q. Okay.

10 A. And just, like I say, turn the pressure on to it, and check
11 the regulator from there. And then my gauge go up to, like, 4
12 ounces.

13 Q. Okay.

14 A. The requirements.

15 Q. So it's a pressure gauge.

16 A. Yes, pressure gauge.

17 Q. Essentially.

18 A. Yeah, a pressure gauge.

19 Q. And that's what you used, as you said.

20 A. Yeah. A pullout pressure gauge.

21 MS. COLLETTI: Okay. And I'm sorry, are we going to talk
22 more about 3534?

23 MR. CHHATRE: No, I think we'll go back to that event --
24 we'll call him back again, because I don't want the things getting
25 mixed up.

1 MS. COLLETTI: Okay. Cool. Absolutely. I'll ask you about
2 then later, because I got a lot of questions about that one.

3 Sorry.

4 MR. ROBINSON: I thought I was going home.

5 MS. COLLETTI: That's all I got on this one.

6 MR. CHHATRE: Okay. If nobody has any questions, really
7 appreciate you coming, spending your time with us, and helping us
8 out with these things.

9 MR. ROBINSON: All right. You're welcome.

10 MR. CHHATRE: Thank you so much. Off the record.

11 (Whereupon, the interview was concluded.)
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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

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

ACCIDENT NO.: PLD18FR002

PLACE: Dallas, Texas

DATE: February 28, 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.



Jason E. Smith
Transcriber