



National Transportation Safety Board

Washington, D.C. 20594

Name: Salvador Sanchez

Department Atmos Energy / Mid-Tex Operations

Title: Operations Supervisor

Date of Interview: March 4, 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 * Accident No.: PLD18FR002

FEBRUARY 23, 2018 *

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* * * * *

Interview of: SALVADOR SANCHEZ

Hampton Inn and Suites
Dallas, Texas

Sunday,
March 4, 2018

APPEARANCES:

RAVI CHHATRE, Investigator in Charge
National Transportation Safety Board

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

MICHAEL JONES, Accident Investigator
Pipeline and Hazardous Materials Safety Administration
(PHMSA)

JIM COLLINS, Regional Manager
Railroad Commission of Texas

BOBBY BAKER, Captain
Hazardous Materials Division
Dallas Fire-Rescue

JOHN McDILL, Vice President Pipeline Safety
Atmos Energy

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

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I N T E R V I E W

1
2 MR. CHHATRE: On the record.

3 Good morning. Today is Sunday, March 4th, 2018. We are
4 currently at Hampton Inn and Suites located at 3051 North Stemmons
5 Freeway, Dallas, Texas. We are meeting regarding the
6 investigation of explosion of a house located at 3534 Espanola
7 Drive in Dallas, Texas that occurred on February 23, 2018.

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

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

17 I also would like to inform Mr. Salvador Sanchez that you are
18 permitted to have one other person present with you during this
19 interview. This is a person of your choice -- friend, family
20 member, supervisor, or if you choose, no one at all.

21 So please state for the record your full name, spelling of
22 your name, organization you work for and your title, business
23 contact information, such as mailing address, telephone number,
24 email address, and whom you have chosen to be present with you
25 during your interview.

1 MR. SANCHEZ: All right. My name is Salvador Sanchez, S-a-l-
2 v-a-d-o-r, Sanchez, S-a-n-c-h-e-z. I am an operations supervisor
3 with Atmos Energy, located at 2601 Logan Street, Dallas, Texas.
4 Contact phone number is [REDACTED]. And I have with me Thomas
5 Tobin.

6 MR. CHHATRE: Okay. Thank you for that.

7 Now I would like to go around the room and have each person
8 introduce themselves. Please state for the record your name,
9 spelling of your name, your title, the organization you represent,
10 and your business contact information, starting from my left.

11 DR. JENNER: Stephen Jenner, S-t-e-p-h-e-n, J-e-n-n-e-r. I'm
12 a human performance investigator with the NTSB.

13 MR. McDILL: John McDill, M-c-D-i-l-l, vice president of
14 pipeline safety for Atmos Energy. My business address is 5430 LBJ
15 Freeway, Dallas, Texas 75420. My contact number is [REDACTED].

16 MR. TOBIN: My name is Tom Tobin. I'm an attorney with the
17 Wilson Elser Law Firm at [REDACTED],
18 [REDACTED]. And my business phone number is [REDACTED].

19 MR. BAKER: Bobby Baker, captain, Dallas Fire-Rescue,
20 Hazardous Materials Division. That's B-o-b-b-y, B-a-k-e-r. My
21 office is located at [REDACTED]. My
22 business contact is [REDACTED].

23 MR. COLLINS: Jim Collins, J-i-m, C-o-l-l-i-n-s, regional
24 manager for the Railroad Commission of Texas. Business contact
25 information was provided on the card.

1 MR. JONES: Michael Jones, M-i-c-h-a-e-l, J-o-n-e-s. I'm an
2 accident investigator with PHMSA, based in Oklahoma City. Contact
3 information, business address is [REDACTED]
4 [REDACTED]. Cell phone number is [REDACTED].

5 MR. CHHATRE: Thank you very much.

6 INTERVIEW OF ~~SALVATORE~~ ^{SALVADOR} SANCHEZ

7 BY MR. CHHATRE:

8 Q. Mr. Sanchez, for the record, tell us your business title,
9 give us some background experience -- how long you have been in
10 the company, your progression in the company, any formal/informal
11 education or training.

12 A. Okay. Again, my name is Salvador Sanchez. I am an
13 operations supervisor with Atmos Energy. I've been in that
14 position, in that role for 4 years. I've been with the company
15 for 24 years, with various positions -- you know, training, you
16 know, for a service technician, construction, field construction
17 coordinator as well.

18 Q. And with your current title as operations supervisor, can you
19 tell us what your duties are, your hours, and your
20 responsibilities?

21 A. Sure. My hours are 8 to 4:30, and really doesn't stop there,
22 but --

23 Q. Monday through Friday?

24 A. Monday through Friday, yes, sir. And with that, you know,
25 I've been -- I've got a group of employees that I am responsible

1 for overseeing their training, their work completed every day to
2 service -- for service orders.

3 Q. And as a supervisor, do you assign work to them or it gets
4 assigned by somebody else?

5 A. That is assigned through our dispatch office that, you know,
6 creates the work and it's put on their schedule for them to
7 complete every day.

8 Q. Okay. So does it go like automatic or based on experience,
9 or is it just a sequence that goes out?

10 A. It goes out by the technician skill sets. You know, if a
11 technician is qualified to do certain skill sets, they will get
12 the first service order that is available to them that is closest
13 to them as well.

14 Q. So your dispatch had all the people's qualifications that
15 will be displayed before they send a dispatch notice?

16 A. That is correct.

17 Q. So your dispatch, if a call comes -- order call, fire call,
18 whatever it may be -- what is your, I guess, procedure requirement
19 that they dispatch somebody, within what time frame?

20 A. The dispatch gives the technician that it is -- the fire call
21 is assigned to a verbal to, you know, go out there. And we -- our
22 response time is within an hour.

23 Q. An hour after the technician is dispatched?

24 A. When the call has come through to --

25 Q. Oh, okay, when the call has come through?

1 A. Yes, sir.

2 Q. Okay. And we will be talking to dispatch. But when the
3 dispatch goes to a certain technician, you as a supervisor are
4 notified or you are not notified?

5 A. We do get notification depending on the judgment of the
6 dispatcher.

7 Q. But it's not in your standard operating practice that you are
8 automatically informed --

9 A. Correct.

10 Q. -- of your people?

11 A. Correct.

12 Q. So how will the dispatch know who is available and who is not
13 available? Do you give that information to them or they --

14 A. They have a -- it's an application that's online. They can
15 see who is available and who is the closest to that address.

16 Q. Okay. Both criteria, their experience set and who are
17 closest?

18 A. Yes.

19 Q. So in this particular case on -- let's just go through three
20 events that happened in sequence: 21st, 22nd, and 23rd. I think
21 from what I understand, and correct me if I'm wrong, on 21st,
22 there was a fire call that came in -- let me just back up.

23 The accident area, is that your responsibility or it is
24 somebody else's? Which is on the alley -- homes on either side of
25 the alley where the explosion happened on 23rd.

1 A. Okay.

2 Q. I'm looking at that particular area of Dallas. Is that in
3 your jurisdiction as a supervisor or is it on somebody else's
4 jurisdiction as a supervisor?

5 A. No. I am one of the supervisors that are -- were located at
6 the Dallas office, and you know, I'm over the customer service
7 group. However, you know, we have construction supervisors, we
8 have customer service supervisors, and it's all within our
9 jurisdiction, like I said --

10 Q. Okay. Maybe I need to back up. Explain it to us, how does
11 customer service supervisor, then I guess the -- you said the
12 service -- yeah, walk me through how the structure works in that
13 capacity?

14 A. Okay. So we have different departments at our office.
15 Dallas has the meter reading group, and there's a supervisor over
16 that department.

17 Q. Okay.

18 A. We have a customer service group, which is the service
19 technicians.

20 Q. Okay.

21 A. And we have a construction group, and they have supervisors
22 over that as well.

23 Q. Okay. So when an order or fire call comes, where does it go?
24 To customer service or it can go to anybody?

25 A. It can go to anyone of the supervisors to --

1 Q. Respond to that?

2 A. To respond, um-hum.

3 Q. Okay. I'm a little confused, so can we walk baby steps.

4 A. Okay.

5 Q. So your call comes, fire call comes to the dispatch. Walk me
6 through what happens next.

7 A. The order will be created, and a service technician will be
8 notified verbally. If the dispatcher feels that it is necessary,
9 you know, different circumstances, they'll call a supervisor and
10 give us notification that they're -- they'll advise us that there
11 is a fire call, that they're putting an order on the service
12 technician.

13 Q. But it will not go to the customer service technician, so it
14 will not go to the meter readers or it can go to those people?

15 A. To the supervisors?

16 Q. No, no, no. Dispatch, dispatch a technician, like for a gas
17 call or odor call, will that call go to any of the other meter
18 reading person or will it go to a customer service technician?

19 A. No, no. It'll go to service technicians to respond to
20 service technician --

21 Q. So it will go to service technician. Okay.

22 A. But the supervisors are still supervisors. We're all
23 supervisors. And if, you know, the dispatcher feels that they
24 need to call a supervisor, they will call a supervisor.

25 Q. But then again, in that process, they will not necessarily be

1 looking for the customer service supervisor; they can be calling
2 any supervisor?

3 A. That is correct.

4 Q. And do all the supervisors have same or similar background or
5 -- when -- if a service technician calls for some support, would
6 the meter reading supervisor will know how to handle that? I'm
7 just trying to understand what happens --

8 A. Yes. All the operations supervisor -- we're operations
9 supervisor, so we, you know, we have the experience to know what
10 to do whenever there's a different type of call, any kind of call.

11 Q. Okay. And you are -- all the supervisors are for the entire
12 Dallas area? They have, I know, different zones within Dallas
13 that each is responsible for certain zones. Tell me how does that
14 work.

15 A. No, generally, no. You know, it can be Dallas, we'll go to
16 north Dallas if need be.

17 Q. Okay. Anywhere in the Dallas area?

18 A. Correct.

19 Q. So walk me through. Were you involved in the event on
20 February 21st that -- which was a house fire call came in on the
21 south side of the house that exploded.

22 A. Okay.

23 Q. And I --

24 MR. TOBIN: That's Wednesday.

25 BY MR. CHHATRE:

1 Q. -- can get the correct address on that one. I have a map. I
2 can show you a map in here. Let me show a map in here -- it is
3 the 21st event, I believe.

4 A. Was I --

5 Q. 3527?

6 A. Yes.

7 Q. Yeah. This is the map of that call. Either of those --
8 3527, yeah.

9 A. All right. So you asked me if I was involved with that?

10 Q. Yes.

11 A. No, I was not.

12 Q. You are not involved at all?

13 A. No.

14 Q. Are you aware that something like that happened on 21st? I
15 mean, before the explosion, not now. Now a lot of people know.

16 A. Right.

17 Q. But the explosion happened on February the 23rd. Before
18 that, were you aware of the event that happened on 21st?

19 A. When I arrived on -- well --

20 Q. Well, that was on 23rd.

21 A. Okay.

22 Q. Right? Okay. Let me clarify. Okay. A house exploded --

23 A. Correct.

24 Q. -- on 23rd. You are familiar with that, right?

25 A. Um-hum.

1 Q. Or not?

2 A. Yes.

3 Q. Okay. 22nd there was a fire on the south side of the house
4 that exploded, marked here with green --

5 A. Um-hum.

6 Q. Right?

7 A. Okay.

8 Q. On 21st. On 22nd, another house fire happened, again on the
9 south side, and I cannot see it on here, but one of those two
10 homes. The dates are written here.

11 A. Okay.

12 Q. You can look at those (indiscernible). And then, third day,
13 the house exploded on the north side of that alley. And my
14 question is, before that house explosion occurred, were you aware
15 of either of those two calls?

16 A. I was aware of the 3515 call.

17 Q. That is on 22nd, correct?

18 A. Right, the fire call.

19 Q. I just want -- it was on February 22nd, correct?

20 A. Um-hum. Correct, yes.

21 Q. When that call came in, were you aware that there was a call
22 earlier, on February 21st?

23 A. No.

24 Q. You were not?

25 A. No.

1 Q. Okay. So walk me through, then, on the 22nd event, in which
2 you are aware of what happened.

3 A. Okay. So I received a call from the dispatcher advising me,
4 notifying me that there was a fire call.

5 Q. Okay.

6 A. And we, you know, the -- I let them know to go ahead and
7 assign it to the closest available, you know, available technician
8 to respond to that.

9 Q. Okay.

10 A. And after that, we sent in a second -- to provide support to
11 that technician, a second employee to go and assist with whatever
12 was needed.

13 Q. So in this case, dispatch called you?

14 A. Yes.

15 Q. Rather than calling the technician, which is your standard
16 practice, right?

17 A. I'm not for sure if they verbally called the technician at
18 that time. I know they called me, and I called another
19 technician, and when he showed up, the service tech was already
20 there.

21 Q. Okay. Well, I'm still trying to clarify, your standard
22 operating practice is a call comes in, dispatch dispatches a
23 technician automatically based on the skill set and the location
24 nearby. Is that correct or I'm --

25 A. That is correct.

1 Q. In this case, what I'm -- what I hear you telling me is the
2 dispatch did not dispatch a technician, but they call you?

3 A. Right. They called me for whatever reason --

4 Q. And then you dispatched somebody else?

5 A. Right. I sent -- when we talked to the dispatch, they talked
6 to -- we talked together. And they sent -- they assigned that
7 service order to the service technician that was the closest
8 available.

9 Q. Okay.

10 A. I do not know if they called that technician to get a verbal
11 from them, but I sent another technician to assist him.

12 Q. And what did dispatch tell you? Do you remember what they
13 told you, details, a summary of how the conversation happened,
14 anything? If you remember, you remember; if you don't --

15 A. Other than there was a fire at the --

16 Q. This address?

17 A. -- 3515 address.

18 Q. Did they tell you any additional things when they told you
19 that, that there was a fire earlier or there was no fire earlier
20 or --

21 A. I can't remember. I can't remember if --

22 Q. Okay. And did you check with them, whether they had
23 dispatched somebody already, or you did not during that
24 conversation?

25 A. Speaking with the second technician --

1 Q. No, no, I'm talking about the dispatch. When the dispatch
2 called you, did you ask dispatch have they already dispatched
3 somebody or you did not ask that?

4 A. I did not ask that.

5 Q. But wouldn't your procedure require them to do that
6 automatically when the call comes in?

7 A. That's what dispatch does, is dispatch the order to get a
8 technician to go out there.

9 Q. Well, you did not check with them, that when they call, if a
10 technician has already been dispatched or not dispatched; is that
11 correct?

12 A. Yeah, that is correct. I did not call back --

13 Q. Okay.

14 A. -- to the dispatcher to see if they --

15 Q. During the conversation, you didn't ask that, hey, thanks for
16 telling me, but have you dispatched somebody on the scene? Did
17 that happen or it did not happen?

18 A. I can't remember if I -- no, I did not.

19 Q. Did not?

20 A. No.

21 Q. Okay. So when you dispatched the second technician, would
22 the dispatch know that you had asked someone else to go there so
23 they would know that that technician now is not available to
24 respond to the next one? I'm just trying to understand how the
25 process works --

1 A. Sure.

2 Q. -- in emergencies. So if you dispatch somebody, let's say
3 John Doe, Jane Doe --

4 A. Um-hum.

5 Q. -- did you then call dispatch, say, hey, by the way, I have
6 dispatched John Doe to the accident scene? Or you did not do
7 that?

8 A. I did not do that.

9 Q. Okay. So with your computer system, will the dispatch know
10 that this other technician is also heading this way? Is that
11 technician supposed to respond to dispatch that, hello, I'm going
12 to this particular incident?

13 A. They request for a service order to, you know, show them that
14 they are on-site. So --

15 Q. But, I mean, this guy is already driving, based on his
16 supervisor's orders to go to certain location.

17 A. Um-hum.

18 Q. And my question is, before he or she -- and I do not know how
19 long it to them -- did that technician call dispatch saying -- the
20 dispatch has not sent him, right?

21 A. Correct.

22 Q. Does that technician tell dispatch that I just got call from
23 my supervisor, I'm heading to this particular address?

24 A. He would call in to get a service --

25 Q. So he is required to by your procedure, right?

1 A. Well, I can't say about the procedures --

2 Q. Okay.

3 A. -- but he did call in to request for a service order to be
4 showing on-site.

5 Q. So that way dispatch knows where he is and where he is going?

6 A. Correct.

7 Q. That's what I was trying to find out.

8 A. Yes, sir.

9 Q. Okay. Okay. So then walk me through what happened. Did
10 they call you? I want to see this whole thing -- we were not
11 there.

12 A. Sure.

13 Q. So we just want to understand what happened.

14 A. So the technician, the second one that I assigned to go over
15 there, called me and notified me of what was going on, that there
16 was a fire at that address.

17 Q. Okay. Can you tell me the names of these two people who --
18 one you dispatched and one your dispatch sent or dispatched?

19 A. So dispatch sent Juan Cruz to the location. He had the
20 service --

21 Q. J-u-a-n, C-r-u-z?

22 A. Correct.

23 Q. Okay.

24 A. And I called Joshua ~~Wallace~~ ^{Wallis}.

25 Q. Okay. And do you remember roughly what time you told Joshua

1 to go to the accident scene?

2 A. It was -- just a rough estimate is 12 --

3 Q. But, I mean, we can get that from the record, right? That
4 should be available?

5 A. That is --

6 MR. CHHATRE: From the dispatch or somebody?

7 MR. McDILL: We can get -- yes, sir.

8 MR. CHHATRE: So if you can just maybe get dispatch record
9 for all those 3 days for whoever responded, during all the
10 conversations between you, supervisors, anybody else related to --
11 with a time stamp so we can --

12 MR. McDILL: Sure.

13 MR. CHHATRE: -- kind of put --

14 MR. McDILL: All the pieces?

15 MR. CHHATRE: Yeah, all the pieces together.

16 BY MR. CHHATRE:

17 Q. Okay. So you dispatched ~~Wallace~~^{Wallis}, and then ~~Wallace~~^{Wallis} called you
18 back. Tell me what happened. So do you remember what ~~Wallace~~^{Wallis}
19 told you?

20 A. He mentioned that there was a fire at the 3515 address.

21 Q. Okay.

22 A. And then we started -- you know, we were discussing if it was
23 to be, you know, gas-related or not. And so we went out there.
24 My supervisor had asked me and Juan Gomez to go out there to
25 provide support.

1 Q. And your supervisor's name is?

2 A. Benny Rosenberg.

3 Q. Okay. So Benny Rosenberg, what did Benny ask you?

4 A. To go to the job site and provide any support for the
5 technicians that were on site.

6 Q. Okay. Did he ask you what you know at that time? Did Benny
7 ask you, hey -- did he tell you what's happening before he made
8 that decision to send you?

9 A. Before making the decision to --

10 Q. From what my understanding is Benny told you to go to the job
11 site?

12 A. Correct.

13 Q. My question is at that time when he made that phone call to
14 you, telling you to go there, did he ask you what you know of that
15 accident before they dispatched you?

16 A. We were all together, so the conversation was person-to-
17 person, and we didn't --

18 Q. Oh, so you are in the same office?

19 A. We were having lunch together.

20 Q. Oh, okay. See, I'm -- that was -- now I'm -- tell me the
21 story.

22 A. Okay.

23 Q. Tell me the whole story, because --

24 A. Sure.

25 Q. -- otherwise it's kind of confusing.

1 A. Yeah, we were all at a group setting, sitting together, and
2 that's when Benny said it would be good for Juan and I go to out
3 there to provide support to those technicians.

4 Q. So I'm going to come to that, but did -- you didn't talk to
5 Mr. Cruz or you did? Mr. ~~Wallace~~^{Wallis} called you and told you there
6 was a fire?

7 A. Yes.

8 Q. At that time, did you talk to Mr. Cruz?

9 A. I had not talked to Juan Cruz until I showed up on site.

10 Q. Okay. So was Mr. ~~Wallace~~^{Wallis} kind of in charge of the scene
11 or --

12 A. You know, he's got a little bit more experience with the, you
13 know, service part and construction as well --

14 Q. Okay.

15 A. So he, you know, he was out there kind of assisting the
16 technician.

17 Q. Okay. So besides just having a fire, did he tell you
18 anything else, Mr. ~~Wallace~~^{Wallis}?

19 A. No, that -- not anything that stood out any --

20 Q. Okay. So at that time, do you ask for Mr. Cruz to talk to
21 you to learn anything more, because Mr. Cruz arrived first, right,
22 from what I understand?

23 A. Correct.

24 Q. So at that time, do you talk to Mr. Cruz to see if he knows
25 something more or you do not?

1 A. I did not.

2 Q. So tell me, is it normal for you to show up on the calls like
3 that, fire calls or gas odor calls, when you are dispatching
4 technicians? I'm trying to understand what was so special about
5 this call that your supervisor will tell you to go assist two
6 technicians who already are there. So I'm just trying to
7 understand what -- I mean, was there a discussion saying, hey,
8 looks like big fire, looks like small fire? Why would he dispatch
9 a supervisor?

10 A. Right. I mean, if there's a fire and we suspect that there
11 may be gas involved or -- we want to make sure, you know, that
12 there's -- if there's something else that can be done, we can
13 provide that support to those technicians that are on site.

14 Q. I think that makes perfect sense, but my question is, is it a
15 standard operating practice that every time there is a fire --

16 A. On every fire?

17 Q. -- a supervisor is dispatched?

18 A. It's not every fire call, no.

19 Q. So what discussion transpired between you and Benny that he
20 would ask you or -- the decision was from him, right? You didn't
21 volunteer to go there. So did you ask him why you are going, or
22 was there any discussion that Benny told you that, hey, because of
23 this issue, go --

24 A. I mean, like I said, if there was -- you know, gas may have
25 been involved --

1 Q. I understand that, I understand that, but --

2 A. So, yeah, that's --

3 Q. You don't go on every call, so I'm just trying to understand
4 what was so special about this that --

5 A. Yeah.

6 Q. -- that you would be dispatched. It's not your standard
7 operating practice that you show up on every fire?

8 A. Correct.

9 Q. So I'm just trying to understand what was -- I just
10 (indiscernible) a little bit if you would --

11 A. Well, Benny just wanted us to make sure everything was, you
12 know, okay, you know?

13 Q. Well, but that's true for all fires, right? That's true for
14 all calls? What is so special about this that -- did it occur to
15 you that why am I going and (indiscernible) fire?

16 A. No. We want them --

17 Q. So there was nothing special that draws anybody's attention
18 on this one is what I'm really trying to find out --

19 A. There wasn't --

20 Q. I'm kind of -- little bit missing in here because on one
21 time, you are telling me you don't go on every fire. On the other
22 hand, you are going on this one. But I guess I'm not
23 understanding what is so special about this event?

24 A. Right. I mean, just that part of the gas may have been
25 involved is what we wanted to make sure --

1 Q. All right. We'll just leave it that. I guess in all cases,
2 maybe gas (indiscernible) not be involved, and you really want
3 know that, right?

4 A. Yeah.

5 Q. Okay. So tell me what happened. You arrived on the scene.
6 Then what happened?

7 A. So the technicians were bar testing. They were taking
8 samples in the ground.

9 Q. Where?

10 A. Within this alley, within the alley.

11 Q. Okay. So the alley. How they -- okay. On the main?

12 A. On the main and the service --

13 Q. Okay.

14 A. Yeah.

15 Q. And still on the building side, right, of the alley?

16 A. On the --

17 Q. The services they were checking were on the building --

18 A. Right.

19 Q. On the -- see, there are two sides to that, right?

20 A. Um-hum.

21 Q. Homes on both sides?

22 A. Um-hum. Correct.

23 Q. And the service area they are checking, were they checking on
24 both sides of the alley, all services, or are they only checking
25 the services on the side where there was a fire?

1 A. They were -- they would probe around the houses that were
2 affected by the fires, so these two houses, and they were bar
3 testing all around.

4 Q. So on this side of the alley. Do you know if they went on
5 that side? Because there are services on both, right?

6 A. Correct.

7 Q. So my question is are they checking the services only on one
8 side of the alley or they are doing it on both sides of the alley?

9 A. I believe they were checking the side where the fires were.

10 Q. But you do not know for sure whether they are doing on both
11 sides --

12 A. Correct.

13 Q. And so did you actually go and saw what they were doing or
14 you got kind of removed from that work?

15 A. I was a little bit -- I was within that alley, and then we
16 were also on this other side street, Larga.

17 Q. So were you on the street here or were you on the street
18 here? Where did you park when you arrived?

19 A. I parked --

20 Q. On the Durango --

21 A. On the Durango Street.

22 Q. Okay.

23 A. Yeah.

24 Q. But when you arrived, you didn't meet either of those because
25 they are already working?

- 1 A. They were working --
- 2 Q. Is that correct?
- 3 A. Yes, sir.
- 4 Q. So how long do you think -- well, do you remember what time
5 you arrived?
- 6 A. I do not remember.
- 7 Q. Roughly?
- 8 A. 1:00, a little bit after.
- 9 Q. Okay. 1 p.m.
- 10 A. Um-hum.
- 11 Q. And what time the call came in to you?
- 12 A. To me, it was 11:50. It was --
- 13 Q. Okay. From the control center or your dispatch center?
- 14 A. Yeah.
- 15 Q. So you --
- 16 A. That's an estimate, 11:50 --
- 17 Q. Estimate, yeah. And we (indiscernible) that record anyway,
18 so that'll --
- 19 A. Yes, sir.
- 20 Q. I'm just trying to think things through here. So how long
21 you stayed at the scene?
- 22 A. Till 11, a little bit after 11 p.m.
- 23 Q. You mean after 1 p.m. because you arrived at 1 p.m., right?
- 24 A. Yeah, I stayed till almost 11 p.m. that evening.
- 25 Q. Oh, that evening?

1 A. Yes, sir.

2 Q. Okay. Can you walk me through why you would stay that long?
3 What was happening? Just like the (indiscernible) tell me. So
4 there is no detail that is not important.

5 A. Okay. That's fine.

6 Q. Okay. I'm --

7 A. And when we were -- the gentlemen, the technicians were bar
8 testing, I mean, they were picking up some gas.

9 Q. Okay.

10 A. They were detecting gas with their equipment. And from that,
11 we started to request for a construction group to come and start
12 making repairs on the various points where they were detecting
13 gas.

14 Q. Okay. Do you remember how many services? I think you are
15 telling me that they were replacing services? Or what the
16 construction group was doing?

17 A. Right. And that's when they were -- the locations that we
18 were detecting gas, it turns out that they were the service lines
19 to different houses.

20 Q. And they were replacing those?

21 A. Correct.

22 Q. Do you remember how many service lines they replaced?

23 A. No, I cannot remember. I know -- this (indiscernible)
24 better.

25 Q. And it's just a big map, so --

1 A. Sure. And so the reason why I said I was out here as well is
2 because at this location is where we detected some gas. We saw
3 the visible --

4 Q. Gas bubbling out?

5 A. Bubbles, yeah, sir.

6 Q. And which address was that?

7 A. 9583 Larga.

8 Q. Okay. And how did you know about that?

9 A. We walked up to it, and it was bubbling.

10 Q. Okay. Maybe go back one step because you're --

11 A. Because I was on Durango, yes.

12 Q. Right.

13 A. And the other technicians were parked right here. And when
14 they saw that, those bubbles, they said, hey, there's something,
15 you know, right there, so they started investigating that.

16 Q. So all the technicians went there, and you heard about that,
17 and that's why you went there, correct?

18 A. Yeah. Yes, sir.

19 Q. Okay.

20 A. And that's why I went over there. And we had a technician to
21 stay, you know, help with that.

22 Q. So which one of -- either Joshua or -- I'm sorry -- either
23 Mr. Cruz or Mr. ~~Wallace~~ ^{Wallis}? Who was there?

24 A. Joshua was on this 9583.

25 Q. Okay.

1 A. And then Mr. Cruz was --

2 Q. Was doing --

3 A. Yes, sir.

4 Q. So by that time Mr. Joshua went to that house, he had
5 finished the bar holing? He came back?

6 A. They were still in the process of bar testing here in the
7 alley.

8 Q. So kind of a spot that -- and went over there? Well, you
9 said the technician saw it, so I'm -- the technicians cannot see
10 that from here, right?

11 A. Right, no. They were parked right here on the side.

12 Q. Right. They're working in the alley --

13 A. Yeah.

14 Q. -- and digging the bar holes?

15 A. They were doing the bar holes.

16 Q. So help me out. How can these people who are working in the
17 alley can see the bubbles on the other side for them to go and --

18 A. That was preliminary. I mean, when they got out of their
19 vehicles, they noticed it, so we had to --

20 Q. Okay. So they are parked here --

21 A. Yeah.

22 Q. And when they got out to respond to this fire, they saw the
23 bubbles --

24 A. They, I mean, they continue to, they continue to bar test in
25 the alley.

1 Q. Okay.

2 A. And at that point is when I called for a technician -- I mean
3 construction operators to come and respond to this right here.

4 Q. I guess from your earlier (indiscernible) you had worked as a
5 technician, right?

6 A. I'm sorry?

7 Q. You had worked as a technician before you're a supervisor?

8 A. Sure, yes, sir.

9 Q. So tell me, with your experience, if you were to get out of
10 the truck to respond to do bar-hole testing, but you see a visible
11 gas bubbling, which is more important? Which is more critical
12 between the two, as a technician?

13 A. I mean, I mean, I want to make sure that this isn't migrating
14 or anything, too, that --

15 Q. So that is more critical?

16 A. I would say so.

17 Q. In so many terms?

18 A. Yes, sir.

19 Q. Then, why would this guy go and start bar-holing here and not
20 respond to that one?

21 A. We did -- I mean, we called for a crew --

22 Q. I know you responded.

23 A. We called for a crew.

24 Q. Like, but that's after how -- you know, when after the --
25 see, I'm just trying to understand if this is critical why both of

1 them are doing this bar-hole test and not one attending that or
2 making a phone call? We'll come back to that.

3 A. Okay.

4 Q. You apparently, from what I understand -- and correct me if
5 I'm wrong on this one because I'm trying to understand --

6 A. Sure.

7 Q. You did send some crew here, right? That's what you said?

8 A. Yes, sir.

9 Q. But who made that call?

10 A. I would have to say it was the other supervisor that was on
11 site, Juan Gomez.

12 Q. So other supervisor also came to the scene?

13 A. Yes, we showed up together. We arrived together.

14 Q. Who? See, I'm sorry --

15 A. Juan.

16 Q. I was under the impression that only you showed up on the
17 scene.

18 A. No.

19 Q. So a supervisor?

20 A. Juan Gomez and I.

21 Q. Okay.

22 A. I believe I mentioned that.

23 Q. So Juan Gomez also showed up?

24 A. Yes. We were the two supervisors on site.

25 Q. Okay. And so both -- so I'm just trying to understand. You

1 parked here, both of you?

2 A. Correct.

3 Q. Right? And I apologize. Maybe you said and I missed, or
4 maybe I missed completely, but I -- the first time I heard that
5 Mr. Gomez was with you.

6 So you arrive. When you arrive here, then the -- which where
7 the house is, by that time the technicians are doing -- when you
8 arrived, both of you, the technicians are doing bar hole here,
9 correct?

10 A. Correct.

11 Q. So what made you go here is what I'm trying to understand?

12 A. They advised me, they told me that it was bubbling right
13 there on that.

14 Q. So immediately after upon your arrival or sometime later?

15 A. Yes. No, when I --

16 Q. Immediately?

17 A. Right. When we showed up.

18 Q. So did Mr. Gomez join you here or not?

19 A. He was with the employees, the technicians in the alley, and
20 I was --

21 Q. Okay. But Mr. Gomez also technician in his past?

22 A. No.

23 Q. I guess my question is has he done this kind of work or does
24 he have some sort of training?

25 A. He was in the construction group for some years.

1 Q. Okay. So he's supervising the two technicians, and you
2 walked over here?

3 A. Correct.

4 Q. And you saw the bubbles coming out?

5 A. Correct.

6 Q. And so did you then call dispatch to send somebody or you
7 call one of your technicians to respond? How did that process
8 work?

9 A. I called -- or Mr. Gomez had called for a crew to show up.
10 They had already, you know, called for a crew to come out here to
11 this, and one of the indications over here -- I can't remember
12 what alley -- I mean what street he --

13 Q. So "they" meaning the two technicians or "they" meaning --

14 A. Construction, construction group to go out to start making
15 repairs.

16 Q. So you said they already made the call. So I'm just saying
17 who made the call to send somebody here?

18 A. I'm not -- I'm going to guess -- it wasn't me. I don't know
19 if it was the --

20 Q. If you do not know, that is fine.

21 A. Yeah.

22 Q. I'm trying to understand. Okay.

23 A. Yeah, I don't know if it was --

24 Q. Okay. But that never came up in the discussion that, hey, I
25 saw bubbles coming out -- the technician said they are seeing

1 bubbles in this house, and you didn't check that who called or
2 anybody called dispatch, a supervisor? Did you check if any of
3 the people called for --

4 A. I had speak -- I spoke with Juan Gomez to go out there --

5 Q. Okay.

6 A. And he said -- he let me know that there is a crew on their
7 way to work on that.

8 Q. Okay. That is how --

9 A. So that's why.

10 Q. Okay. That is how you found out?

11 A. Um-hum.

12 Q. That explains. So will you walk me -- so Gomez was also with
13 you? See, I thought he had been -- Mr. Gomez, was he --

14 A. We were -- we went to -- he was in the alley at times and I
15 was out here, or I would be in the front.

16 Q. Right.

17 A. And we would kind of supervise the activities --

18 Q. So now (indiscernible) Mr. Gomez telling you that he already
19 called for dispatch, right?

20 A. Correct.

21 Q. And (indiscernible) well, how would Mr. Gomez know something
22 is bubbling there?

23 A. The technicians let us know.

24 Q. Both of you?

25 A. Yes.

1 Q. Okay. So -- okay, now I understand. Okay. So you went to
2 see (indiscernible), but Mr. Gomez already took care of it --

3 A. Correct.

4 Q. Of calling --

5 A. Calling in for a crew to come.

6 Q. Okay. So then the technicians are doing the -- do you know
7 about how many leaks they detected?

8 A. There was -- I can't remember exactly, but I do know --

9 Q. Approximately.

10 A. Approximately I do know that there was -- they had made an
11 excavation, you know, excavation number 5 --

12 Q. So this is the house.

13 A. With the fire.

14 Q. With the fire. The technician are doing readings here,
15 right?

16 A. Right.

17 Q. So --

18 A. I believe this is where one of the locations where the
19 technicians --

20 Q. On the main?

21 A. Well, it turns out that it was -- it's connected to the main.

22 Q. Right. With service (indiscernible)?

23 A. Yes.

24 Q. So service (indiscernible) on the main. So, I mean, the
25 leak still -- the location is still on the main, right?

1 A. Right, right.

2 Q. Okay, okay. So that is where they saw. Where else they saw
3 any other leaks?

4 A. I believe it was further, further this way.

5 Q. Further east?

6 A. Yes, correct.

7 Q. Okay.

8 A. And -- well, I can't remember --

9 Q. Well, if you don't remember, you don't --

10 A. Yeah.

11 Q. I'm not saying --

12 A. It was further east right here.

13 Q. Then, would you say multiple or just one more or -- that's
14 all I'm really looking for is a leak -- well, you had asked for
15 construction crew now, right?

16 A. Um-hum.

17 Q. And construction crew, they service this is what you're
18 telling me?

19 A. Right, to dig up where those indications were --

20 Q. Sure, sure.

21 A. -- to see whatever it was, and --

22 Q. But there's only one leak on the main that -- which services
23 were impacted or any of the service that was leaking? They
24 replaced -- the construction crew replaced something?

25 A. Right. It was this service here.

1 Q. So they replaced the service? Okay. That is the service to
2 3519, correct?

3 A. Correct.

4 Q. Okay. And did they replace any other service?

5 A. They were working on the 30 -- 95 --

6 Q. That little bubble area?

7 A. Right.

8 Q. But on this street, did they replace any other service, any
9 other leaks?

10 A. Not until -- I mean, I left, like I said, around 11, 11:30.

11 Q. At night?

12 A. Yes. And they had just finished this replacing service here.

13 Q. Okay.

14 A. And then they were going to move over here to this other
15 indication east.

16 Q. Service, okay. And did -- Mr. Cruz and Mr. ~~Wallace~~ ^{Wallis} still at
17 the scene by that time or -- because they're --

18 A. I believe so. They had -- they were -- some other
19 technicians were coming to relieve them.

20 Q. Them, okay.

21 A. Yes, sir.

22 Q. But when you left, they are still working?

23 A. I believe so, yes.

24 Q. Did you have any discussions with them before you left as to
25 what the progress is, where they are, some sort of a situation

1 update that --

2 A. Once they had finished the bar testing and they were
3 assisting with some of the survey around the area --

4 Q. Leak survey?

5 A. Yes, sir.

6 Q. So when you left, 11, 11:30 at night, was this alley
7 completely surveyed and done with?

8 A. I believe --

9 Q. Replacement on it may not have been done with, but was the
10 survey finished by the time you left?

11 A. I believe the survey had just finished.

12 Q. In --

13 A. With the two survey technicians that were out there.

14 Q. Okay.

15 A. So when I left, the two technicians were in the process of
16 getting ready to turn the gas back on for --

17 Q. For that survey, that was replaced?

18 A. Yes, sir.

19 Q. So before you left, as a supervisor, did you have any -- some
20 other discussion with them as to what the status was, what
21 happened on this alley?

22 A. I just briefly let them know that Juan Gomez was going to
23 stay on site until the supervisor relieving him would be --

24 Q. Okay. So Mr. Gomez also was with you until 11 at night, but
25 he stayed on?

1 A. He stayed a little bit longer.

2 Q. And you left?

3 A. Correct.

4 Q. But that's a pretty long event -- 11:00 -- I guess 12:00 in
5 the morning until 11:00 at night. Did you get any situation
6 update from your technicians? So tell me, as a supervisor, what
7 did you find out in the alley? How many leaks? Anything like
8 that happen, discussion or --

9 A. From the survey technicians, I mean, they were saying that
10 they were detecting some other indications in that area --

11 Q. Okay. But --

12 A. -- and that they were starting to (indiscernible) them up --

13 Q. So I guess what I want -- I understand is you didn't ask and
14 they didn't volunteer to tell you the status as to how many leaks
15 they found or where they are or --

16 A. They were entering those into the system, so -- but --

17 Q. Okay. But I mean you didn't know before you left?

18 A. I didn't know that there was some other similar where it was
19 bubbling up at another location and then at another location.

20 Q. So the bubbles are coming out from different locations also?

21 A. There was another -- there were other -- two other sites that
22 I knew of.

23 Q. Okay. And do you know the addresses of those?

24 A. No, I couldn't --

25 MR. CHHATRE: I guess you probably already know, but if you

1 can just find out --

2 DR. JENNER: It's on the timeline. It's there.

3 MR. CHHATRE: And I haven't looked at that yet, but --

4 UNIDENTIFIED SPEAKER: Sure.

5 MR. CHHATRE: Okay. Just tell me how close was it to this
6 particular location? Is it like next street or --

7 MR. McDILL: I'm not really sure. I'll --

8 DR. JENNER: If you want to go off the record, I can help.

9 MR. CHHATRE: No. I want him to answer, and we can go --

10 MR. SANCHEZ: I do know that it was further south on Larga.

11 BY MR. CHHATRE:

12 Q. Okay.

13 A. So I can get you that address if I see it on here. Oh, man,
14 I did not bring my glasses. Okay. I see it. 9551 Larga.

15 Q. 9551?

16 A. Correct.

17 Q. Okay.

18 A. And 3502 Cortez.

19 Q. (Indiscernible) were you involved in 23rd event? You went --
20 11:00 at night, you went home?

21 A. 23rd is the --

22 Q. No, no. On this day, responding to 3515, you stayed until
23 almost midnight?

24 A. Correct.

25 Q. And you went home? Were you involved in the explosion that

1 happened next day?

2 A. No, I was not.

3 Q. You're not involved? Okay.

4 A. Not on site or anything like that, right.

5 Q. Right. Like -- so, okay, great. When you show up on site,
6 like, are you required to prepare some kind of a documentation in
7 computer-wise, notes-wise? I mean, I know the technicians are
8 required to submit something to dispatch, like, they had to fill
9 out a form?

10 A. Right. The service technicians fill out their service
11 orders. Construction group fills out their work orders.

12 Q. Right.

13 A. We, Juan and I, were -- Juan was in charge of just keeping up
14 with any notes that we had taken down from the work area.

15 Q. But like an SOP, technicians filling the form out for the
16 dispatch --

17 A. Correct.

18 Q. As an SOP, you as a supervisor, whenever you go to any scene,
19 are you required to submit some kind of a documentation as a
20 standard practice? I mean, if you do it on your own, that's
21 different, but are you supposed to enter something in the system
22 that I was on the scene from this time to this time --

23 A. No.

24 Q. And this is what I know?

25 A. No. I mean, we --

1 Q. You're not required to --

2 A. No, sir.

3 Q. Okay. You just do that informal practice or do you do that
4 on certain events or kind of up to you to --

5 A. When we take notes, we take notes just to kind of help us
6 remember some of the -- what events and our findings --

7 Q. Okay.

8 A. -- so that way we can report those back up to our management.

9 Q. And then what happens to those notes? Do they go someplace?

10 A. They are -- well, for these notes here, these were kept, and
11 we turned them into our management, Benny Rosenberg, and so --

12 Q. Right.

13 A. That's where those are right now.

14 MR. CHHATRE: Okay. Just off the record for a second.

15 (Off the record.)

16 (On the record.)

17 MR. CHHATRE: Back on the record.

18 Would you be -- see if we can get those notes from Mr.

19 Benny --

20 UNIDENTIFIED SPEAKER: We will, we will.

21 MR. CHHATRE: Okay.

22 BY MR. CHHATRE:

23 Q. Last question for me for now.

24 A. You're fine.

25 Q. So you add anything that maybe I didn't ask or you think that

1 I really need to know why this guy is not asking me? So
2 (indiscernible) so tell me if there is something that I should
3 know in that whole 12-hour shift that you are on the scene?

4 A. No.

5 Q. Okay.

6 A. Yeah, I don't have anything right now.

7 Q. Okay. Thank you very much.

8 A. Absolutely.

9 Q. And I'll pass you on.

10 DR. JENNER: You want to take a break? It's been an hour.

11 MR. CHHATRE: You want a break, few minutes? If you don't
12 want, I'm fine.

13 MR. SANCHEZ: I'm fine. Thank you. I appreciate that.

14 BY DR. JENNER:

15 Q. Okay. Just a few random questions for detail --

16 A. Sure.

17 Q. This is Steve Jenner with the NTSB. I think you had
18 mentioned that initially you were not aware of the previous-day
19 fire, house fire?

20 A. Correct.

21 Q. When did you find out about that?

22 A. When I showed up to the job site. Actually, when we showed
23 up, Juan and I, we arrived in the same vehicle, I noticed that
24 first house --

25 Q. Right.

1 A. -- and said, oh, we're here, and he said, no, this is not the
2 address. It's the other address, so --

3 Q. What did you end up learning about that first event?

4 A. That the technician was there the day before and that the
5 fire -- I mean the technician disconnected the gas, turned the gas
6 off, and secured the meter, you know, left it in the off position
7 for that house.

8 Q. Okay. Were you -- did you learn any details about the cause,
9 the possible cause of that event?

10 A. I myself did not. I didn't have any information on that.

11 Q. Okay. You made the decision to send a second service
12 technician to the scene early on. What did you base your decision
13 on?

14 A. Just to provide support to the service tech that the order
15 was assigned to.

16 Q. But normally you don't send a second technician?

17 A. When dispatch called me, you know, I just wanted to go ahead
18 and get somebody out there as soon as possible, so --

19 Q. That was for the initial person, is that right?

20 A. Correct.

21 Q. But then you made the decision to send a --

22 A. Yeah.

23 Q. So you got some information that made you decide to send a
24 second person?

25 A. Other than what the dispatcher called me and said, hey, we

1 may be gas involved in that --

2 Q. Okay.

3 A. And when the technician showed up, the -- I'm not sure where
4 the information came from, but that it was not a gas-related fire
5 for the -- for that fire, the 3515 address.

6 Q. Okay. You were a service technician yourself?

7 A. Yes, sir.

8 Q. For how long did you operate as a service tech?

9 A. Roughly 3½ years.

10 Q. What separates a service technician from a senior service
11 technician? How does one become a senior service tech?

12 A. So they go to advanced training, you know, their leadership
13 qualities within the workgroup, their knowledge, their skills,
14 abilities to problem-solve.

15 Q. Are you involved with evaluating the performance of service
16 techs?

17 A. Absolutely. We go through job site reporting or ride-alongs
18 with the technicians. We make sure that they are proficient in
19 their tasks, constant weekly training. We have safety meetings
20 with them to make sure that their training is constantly
21 refreshed.

22 Q. Okay. Tell me about the ride-alongs, how many you do per
23 given period, per week or month, and how many -- I'll let you
24 speak on that.

25 A. Sure. So ride-alongs, I would -- we try to get out there as

1 much as possible, you know, four within a month.

2 Q. I'm sorry?

3 A. Four ride-alongs.

4 Q. And what does that involve?

5 A. We ride along with the technician just to go along with their
6 service procedures to see that they are doing what the -- each
7 task has involved with what exactly they're doing to make sure
8 that they are following those tasks.

9 Q. So you're sort of -- are you shadowing them, in a sense?

10 A. Sure. That's exactly what my ride-along is.

11 Q. Okay. In your years of doing ride-alongs, have you made
12 corrections to the service techs?

13 A. We provide feedback to them constantly. We make sure, you
14 know, if there's something that they might have -- of course, we
15 wouldn't allow them to finish out the service order without them
16 completing that part of it. If they miss something, we'll make
17 mention to the technician to make sure that they complete that
18 particular task and give them some feedback to make sure that, you
19 know, they're doing that. And we follow-up with them. We'll go
20 to another service call and to another, and if -- you know, to the
21 discretion of that supervisor to make sure they're doing it at
22 every call.

23 Q. So per service technician, how many times can they expect a
24 ride-along from a supervisor per year?

25 A. I would say three to four times. But we also do have, you

1 know, our senior coaching, our OJT, on-the-job-training coaches,
2 and they go along with those technicians as well to also provide
3 the supervisor some feedback as well.

4 Q. So a more senior person would sort of serve the role that a
5 ride-along supervisor --

6 A. Well, no, no. I mean, the supervisor still rides along with
7 them.

8 Q. Sure.

9 A. But you know, as far as when training is involved, you know,
10 they -- let's say they just completed a training session, and the
11 senior technician goes, rides along and performs checklists with
12 that employee.

13 Q. Right. And so that's during the training process. But once
14 they're OQ'd and --

15 A. I still like to send the senior tech along with them and
16 just --

17 Q. Oh, okay.

18 A. Yeah.

19 Q. I would think -- well, let me make a question. Since you
20 have a background in service technician, is it important that a
21 ride-along person has the background of a service technician?

22 A. Is it important for -- absolutely.

23 Q. Right.

24 A. Yeah. I mean we -- the technicians need to be familiar with
25 each task to complete each work order that they receive.

1 Q. Okay. In general, if you can think of, is there one type of
2 skill or procedure that requires more feedback from you than
3 others, one area that service technicians need feedback on?

4 A. Of course, you know, the emergency responding service orders,
5 you know, they're critical, but those are, again, more advance
6 training to that technician. But we need to make sure on all
7 service orders that we're, you know, giving feedback, good or bad,
8 to that technician.

9 Q. Okay. But for example, is, like, oh, you found that service
10 techs weren't bar-holing correctly or they weren't testing for
11 some type of leak or something appropriately, like, one type of
12 action that requires more feedback than others?

13 A. It's the whole task for that emergency call. You know, we'll
14 go out there with them from start to finish of that task to make
15 sure that they're proficient in that one order.

16 Q. Okay.

17 A. That type of order.

18 Q. Great. Now, at the end of their shift, they're in their --
19 they're on the laptop and entering a service form?

20 A. So they receive from dispatch the service order. They go en
21 route. They go on site. And then to complete that service order,
22 they enter their findings. They complete -- these are like online
23 pages, you know, did you pressure test or did you do all of
24 these -- you know, yes/no/yes type of information.

25 DR. JENNER: (Indiscernible) those forms?

1 MR. CHHATRE: Yeah (indiscernible).

2 DR. JENNER: Yeah, I think --

3 MR. McDILL: (Indiscernible) provides us (indiscernible).

4 MR. CHHATRE: Yeah.

5 DR. JENNER: That's great. Terrific.

6 MR. SANCHEZ: And then they complete their findings where
7 they enter that on their notes.

8 BY DR. JENNER:

9 Q. Okay. So they push and enter and send button, and then it
10 goes into hyperspace and --

11 A. Sure.

12 Q. So what happens at headquarters when they get a bunch of --
13 they -- on average, at best guess, how many of these are filled
14 out per day, the service orders?

15 A. Service order? I mean, that's what the technicians do every
16 day, all day --

17 Q. Sure.

18 A. I mean, we could get, you know, I mean, it's kind of hard to
19 answer that. On average, you know, we could get a hundred-plus
20 service orders. Not emergency orders. I mean, these are day-to-
21 day, routine service orders that we have to turn gas on, to reread
22 a customer's meter, everything that they do is a service order for
23 the technician.

24 Q. Okay. How do you distinguish between an emergency order
25 versus a service order?

1 A. They are, you know, a leak investigation order, a fire call
2 order, carbon monoxide order. These are all priority emergency
3 orders that technicians ~~will~~ ^{with} those skill sets go out there and
4 complete. So, I mean, just the label, you know, the type of work
5 order, lets us know this is a priority or this is just more of a
6 routine, you know -- I don't want to even say routine -- more of a
7 non-emergency work order.

8 Q. Right. So at headquarters, you'll get, let's say, a hundred
9 per day. Are you able to quickly point out which were the
10 emergencies and which were the standards --

11 A. Yes, sir.

12 Q. Just by looking at the screen?

13 A. Yeah.

14 Q. So what happens on your end or others'? They get a bunch of
15 these orders, so are they reviewed and is there a process to
16 review, and if you could walk me through that?

17 A. Sure. Every morning, we do review these -- the completed
18 service order tasks, and you know, just to see if everything was
19 done according to what -- if there was anything missing or needed
20 to have some follow-up with that technician --

21 Q. So do you guys go through all 100 of them for --

22 A. Only the emergency part, the service orders. We do also
23 review the completed tasks, which entails all of the, you know,
24 completed work, which is the non-emergency, the emergency stuff.

25 Q. Right.

1 A. And we make sure that all of the other service orders are
2 completed, too, but we have more time to do that, to review those
3 type, the non-priority ones.

4 Q. Okay. Again, ballpark, how many emergency orders might you
5 get in a day?

6 A. That's -- this is just, I mean, a rough, rough estimate, 30,
7 30-plus orders.

8 Q. So 30. And again, this is all ballpark just to have a
9 feel --

10 A. Yes, sir. Yes, sir.

11 Q. So maybe 30 are emergency types?

12 A. Um-hum.

13 Q. And all of those you guys will go through?

14 A. Yes, sir.

15 Q. How do you divide up the workload to go through 30? Does
16 each supervisor, operation supervisor take a certain number? How
17 does that work?

18 A. No. Just we arrive every morning and just go to that, you
19 know, through all of those. If I go in there early enough, you
20 know, I'll review all of them, and I'll just let my peers know
21 that they've been reviewed, the other two supervisors that come
22 in. You know, like I said, we're broken up into different
23 departments. So in our customer service at the Dallas service
24 center, it's three of us that are -- that review those type of
25 service orders.

1 Q. So it's not just the operations supervisors who are reviewing
2 them?

3 A. These are operations --

4 Q. Oh, it's only --

5 A. Yes.

6 Q. Is it only the operations?

7 A. Only the operations supervisors.

8 Q. Okay.

9 A. But to review the emergency orders would be the customer
10 service supervisors.

11 Q. And by customer service and the operations supervisors as
12 well or just the customer service? The emergency orders --

13 A. Um-hum.

14 Q. I'm sorry. Who reviews those in particular?

15 A. The customer service supervisors.

16 Q. Okay.

17 A. Would you like to take a break?

18 UNIDENTIFIED SPEAKER: Could we take a 2-minute break at some
19 point when it's convenient?

20 MR. CHHATRE: Off the record. Let's take a few-minute break.

21 (Off the record.)

22 (On the record.)

23 MR. CHHATRE: Back on the record.

24 BY DR. JENNER:

25 Q. Great. This is Steve Jenner. Just one more area I wanted to

1 get an understanding of is the construction crew. If you can tell
2 me about that, the composition of a standard construction crew,
3 who's on it and their backgrounds?

4 A. So a crew, a construction crew, is comprised of a crew
5 leader, and they would like to have the, you know, the crew leader
6 along with a senior construction operator and then a construction
7 operator. So it's a three-man crew.

8 Q. That's standard, the three-man crew?

9 A. Um-hum.

10 Q. And did a three-man crew arrive on the day of this event?

11 A. On the day when we were onsite --

12 Q. Yes.

13 A. -- for the fire call?

14 Q. Right.

15 A. Yes.

16 Q. Okay. Do you know --

17 A. Well, there was, you know, one crew was initially called out
18 to respond to the work order in the alley.

19 Q. Okay.

20 A. And then a secondary, an additional crew was called to
21 respond to the one on Larga.

22 Q. So you had six people from the construction crew group that
23 arrived on scene?

24 A. Yes. Well, there may have been one additional person on -- I
25 really didn't know who all made up which crew, but I do know that

1 they were on site and it was two crews.

2 Q. Okay. Can you mention the weather conditions that day?

3 A. It was a little bit of rain, you know, it was a lot of
4 overcast, cloudy that day.

5 Q. Okay. Great. Thank you. That's what I have now.

6 MR. CHHATRE: Okay. PHMSA?

7 MR. JONES: Yes. So you mentioned being --

8 MR. CHHATRE: Identify yourself?

9 MR. JONES: Oh, this is Michael Jones, accident investigator
10 with PHMSA.

11 BY MR. JONES:

12 Q. You mentioned the techs, when they responded to the event on
13 the 22nd, did they know about the previous fire when they arrived
14 as well?

15 A. I couldn't answer that for them. I'm sure when they
16 showed -- arrived on site --

17 Q. Similar reaction that you did and saw the house and --

18 A. Yeah.

19 MR. JONES: Okay. I believe that is all that I needed
20 clarification.

21 MR. CHHATRE: Okay.

22 MR. COLLINS: Jim Collins, Railroad Commission.

23 BY MR. COLLINS:

24 Q. A few questions. Starting off with procedural, okay,
25 according to the previous supervisor, Juan Gomez, operations

1 supervisors are not required to maintain their OQ qualifications?

2 A. That is correct.

3 Q. You have been OQ'd in the past, but as of the current date,
4 you're not OQ'd?

5 A. Correct.

6 Q. So from my understanding of the procedures for responding to
7 a grade 1 leak, the service tech may not leave that area of the
8 leak until a crew arrives or somebody relieves him.

9 So in your procedures, is it spelled out that -- I guess my
10 question is, there was a qualified technician on scene, and then
11 you arrived and basically relieved him, and he was allowed to go
12 back to the alley and continue bar-holing. And then a crew
13 arrived. The crew is OQ-qualified. The tech is OQ-qualified.
14 However, you have been in the past but aren't currently. So is
15 that spelled out in the procedures that that is allowed?

16 A. Off the top of my head, you know, I'd have to look at the
17 manual.

18 Q. You'd have to look at the manual?

19 A. Yeah.

20 Q. Okay. So need to review that. The relieving supervisor, do
21 you remember his name, the one that took --

22 A. Around the midnight?

23 Q. The midnight area, yes, sir.

24 A. Michael Rose --

25 Q. Junior?

1 A. Junior.

2 Q. Thank you. I think I have that down somewhere, but I wanted
3 to verify. Michael Rose, Jr. Okay. Let's see. In your
4 experience, totaling several years, right, when you drove past the
5 first house, it was cloudy, it was overcast, but you -- 3527
6 Durango, you stopped there first and said this is the location.
7 You were informed that it was actually further down the block.
8 When you looked at the house from the street, did you notice
9 anything peculiar about that residence other than -- I mean, can
10 you describe what you saw and what you thought?

11 A. Well, I thought that was the house, the address that we were
12 responding to.

13 Q. Okay.

14 A. And it wasn't.

15 Q. Okay.

16 A. It was -- it looked like there was some yellow tape, you
17 know, there to not allow people to get in. And with that, you
18 know, we started, you know, our investigation at the 3515 address.
19 But we still, you know, we were looking at -- what is it -- 3527,
20 and we were, you know, encompassing, bar-testing all around --

21 Q. Correct.

22 A. -- that location.

23 Q. Okay. On your -- so I want to get a clarification. As a
24 supervisor, you ride along with the techs?

25 A. Correct.

1 Q. And that is a chance for you to observe them perform their
2 duties properly, correct?

3 A. Correct.

4 Q. Okay. According to procedures, okay? Is that documented in
5 any way?

6 A. Our ride-along checklist, we keep -- we fill one out --

7 Q. Okay.

8 A. And it's just a checklist for the supervisor to keep locally
9 at the office.

10 Q. Okay. Let's see. Have you ever evaluated Michael Robinson.
11 He's a senior tech on the overnight --

12 A. Right. He is -- he reports to another supervisor.

13 Q. Okay. He reports to a different super, okay. But -- let's
14 see. How many -- I don't think it was ever clarified. How many
15 employees are you the direct supervisor over as of this -- you
16 know, I know that may change, but --

17 A. Eighteen.

18 Q. Eighteen. Wow. Okay.

19 A. But they're not all service technicians.

20 Q. Okay.

21 A. They would be -- I have two distribution operators. I have
22 an operations assistant. And then the rest are --

23 Q. Are service techs. So mainly, the majority, 15 service
24 techs, three ops people, roughly?

25 A. Well, the other two supervisors have their own work group,

1 have their own, you know, number of employees for their group.

2 Q. Okay. Thank you.

3 A. Does that make sense?

4 Q. I'm getting there, but yeah. Let's see. What did you take
5 away from this incident? What improvements did you see as a
6 result of -- that could be implemented?

7 A. You know, with all the information that was going on, I mean,
8 I believe we responded appropriately. We had, you know, our
9 technicians or survey folks identifying where the -- their
10 indications or percentages of gas were identified. We had the
11 proper personnel, the construction crew to come in and start
12 addressing those. So I believe we did what we were supposed to
13 do.

14 Q. Okay. Thank you. That's all the questions I have.

15 A. Okay.

16 MR. CHHATRE: Chief?

17 MR. BAKER: Yes, sir. Captain Baker, Dallas Fire Hazmat
18 coordinator.

19 BY MR. BAKER:

20 Q. I have a few questions. You said you stopped at 3527 Durango
21 first, thinking that that was the incident site --

22 A. Yes.

23 Q. Not knowing about the previous fire on the 21st, I believe it
24 was?

25 A. Yes.

1 Q. What supervisor responded to that first fire, and is there a
2 communication process between the supervisors from previous
3 events?

4 A. I'm not aware if a supervisor did go out to that one
5 location. That would be the technician calling the on-call
6 supervisor to just notify, hey, there was this, and there -- but I
7 myself was not notified about that address.

8 Q. Okay. I'm a little confused about the delineation about
9 the -- who responds and reviews the emergency calls versus just
10 the service calls. Can you explain a little bit more about that
11 process on the review each day --

12 A. Sure.

13 Q. -- of the emergency reviews?

14 A. So every morning we are -- the supervisors, there's three of
15 us. And we review each service order -- emergency service
16 order -- let me clarify -- each service order that -- we do that
17 every morning. Now, the completed work task, you know, they could
18 be, you know, a gas turn-on, you know, for a customer or a read,
19 we review those, you know, at a little bit more relaxed time to,
20 you know, make sure that everything is going -- the technician is
21 doing everything that they're supposed to be doing on that service
22 order.

23 Q. Is there some type of tracking, like, when you have emergency
24 service orders in a particular area? And let's take this area
25 here. Is there some type of tracking order that puts kind of the

1 puzzle together that you may go back and review to say, hey, we've
2 had a string of incidents of emergency orders in this area? Is
3 there any type of situation that you all have that system for
4 that?

5 A. No, not to put it all -- it's, you know, concentrated here
6 that I'm aware -- that I know of.

7 Q. And then you stated you were there from about 11, 12 in the
8 morning/afternoon to 11 p.m., is that correct?

9 A. Correct.

10 Q. When you saw the bubbling gas, and we talked about -- and you
11 said you were worried about the migration --

12 A. Um-hum.

13 Q. Was there ever a concern that the fire department should be
14 called out to look and start surveying the area and some of those
15 homes?

16 A. At the time, I did not feel -- you know, we did not make a
17 decision at that time to notify the fire department.

18 Q. Okay. And it's not standard in you all's procedures?

19 A. To notify the fire department?

20 Q. Correct.

21 A. Not, I mean, we're already performing that investigation.
22 Now, if there was a fire call or something to that effect, then we
23 would then notify the fire department.

24 Q. So when you say the investigation, though, you all don't
25 actually enter those homes on Larga, right? When you saw the

1 bubbles, did you all actually go to the doors and knock on those
2 doors and search inside the home and inspect it for
3 (indiscernible)?

4 A. I'm not certain if, you know, the technician on site did
5 that.

6 MR. CHHATRE: Okay. That's all I have.

7 MR. McDILL: John McDill, ~~Atlas~~ ^{Atmos} Energy.

8 BY MR. McDILL:

9 Q. So, Sal, just if you could help walk me through a little bit
10 around the organizational structure, clarify that for Dallas, what
11 the number of supervisors -- and I think all the supervisors have
12 the same title but maybe have different areas of responsibility.
13 So could you clarify that for us?

14 A. Yes, that is correct. So there's different departments, and
15 each department has a supervisor. It could be multiple
16 supervisors. So, like, in the customer service department, which
17 is the service technicians, we have three supervisors that are
18 over that group, and each with their own number of employees.
19 Could be from 15, 17, 18 employees each supervisor.

20 The meter-reading group, you know, he has -- that supervisor
21 has their own X number of employees. Construction group, there
22 are two supervisors -- well, I'll say there's three, two over the
23 construction groups, and then one over the field construction
24 coordinator group. They're still construction, but they're the
25 employees that manage the projects going on to -- like I said,

1 it's still construction. And then there's the compliance group
2 supervisor that has his number of employees that report to him.

3 Q. So if I added all that up correctly, seven supervisors,
4 operations supervisors for the Dallas service area?

5 A. Let me see. I believe there's eight.

6 Q. Eight? Okay. Eight.

7 UNIDENTIFIED SPEAKER: Three, one, three, one --

8 MR. McDILL: Three, one, three -- okay, great.

9 MR. McDILL:

10 Q. Thank you for clarifying. So, Sal, you mentioned earlier,
11 and just for my clarification, when you arrived on the scene, was
12 the Dallas Fire Department on site at the time for the 35 --

13 MR. CHHATRE: Fifteen.

14 BY MR. McDILL:

15 Q. Fifteen?

16 A. It was my understanding that they were on site earlier as
17 that happened and then had left.

18 Q. The time you arrived, they had --

19 A. There was no fire department there on site.

20 Q. Okay. Earlier you were describing a scenario where a number
21 of you were having lunch?

22 A. Correct.

23 Q. And then two supervisors provided a response to the 3515
24 Durango. Could you provide more clarity around that?

25 A. So there was -- I can't recall how many of us were at lunch

1 at the table, and just to, you know, so we can get back and forth,
2 the two supervisors, Juan Gomez and I, were dispatched or were
3 sent over to the jobsite just because normally, you know -- or
4 there was no room in the two vehicles to fit all the other
5 supervisors in that one vehicle, so I was -- Juan and I were the
6 ones that grouped together -- paired together in the one truck to
7 go out there to the job site.

8 Q. So the reason both of you went was because it was a means of
9 transportation?

10 A. A means of transportation, yeah. There was no -- not enough
11 room in the vehicles to get all of the other supervisors put
12 together in the one truck.

13 Q. Okay. Thank you for that clarification.

14 A. Yes.

15 Q. You can clarify for me, as a practice, does -- are you
16 routinely notified about any fires in the city of the Dallas from
17 the Dallas Fire Department? Or can you share with us more details
18 about typical notifications we may have about potential fires from
19 the Dallas Fire Department?

20 A. You know, on service orders, when the customer calls in to
21 the call center -- I'll back up a little bit more.

22 Q. Sure.

23 A. When a customer calls in to the call center, they'll say --
24 the customer will say that there was a fire here X days ago or
25 last week, or something like that. If there's not a service order

1 on file for that, they create a service order, a fire call, to the
2 technician and sends them out there right away. So that does
3 happen. I'll say that.

4 And it's already after the fact. The technician will go out
5 there and make an investigation just to make sure everything is
6 safe. And then, you know, but a supervisor is not, you know, sent
7 out to that type of fire call.

8 There will be other -- you know, when the fire is actually --
9 let's say it's an ongoing, a current fire, the service technician
10 will show up. And should he feel -- you know, he'll get with the
11 command center, whoever the fire department has set up at the
12 moment, at the time, and then see whatever is needed from the
13 technician on site to perform -- you know, just to make the area
14 safe.

15 Q. So it's a matter -- it's some order of routine that there's a
16 regular communication between, you know, structure fires and the
17 Dallas service center about us providing assistance to a response,
18 if I heard you correctly?

19 A. Could you repeat the question? I'm sorry.

20 Q. Sure. So being called out to a fire scene, does that happen
21 with some regular occurrence or --

22 A. No. I mean, it's -- it depends on what you call regular.

23 Q. Okay. Yeah. Bad choice of words. But we have -- we are
24 called, I guess, periodically --

25 A. Um-hum.

1 Q. -- to support Dallas Fire Department on a fire scene for
2 either securing our meters or --

3 A. Yes.

4 Q. -- discontinuance of service?

5 A. Yes. You know, we respond and we make contact with the
6 command center on the order site to do whatever is needed or
7 requested from the Atmos group.

8 Q. Okay. Great. Thank you for that.

9 MR. McDILL: That's it.

10 BY MR. CHHATRE:

11 Q. Ravi Chhatre, NTSB. Few follow-up questions. On 3515, the
12 one that you responded fire, was the house occupied at that time
13 by the owner or it was vacant?

14 A. I couldn't -- I do not know if -- when we showed up, the
15 house was -- it was burned, and there wasn't -- no one was inside
16 the house. Is that what you're asking? Or --

17 Q. Well, I mean, I guess when I say occupied, I mean, do you
18 know if the owner stayed there before the fire and was still
19 present when you are there? There is nobody? The house was just
20 opened --

21 A. Right.

22 Q. -- for you guys to walk in and do whatever you want to do?

23 A. I do not know. I don't know if the house was -- if the
24 persons were inside or not. I don't know.

25 Q. Okay.

1 A. But there was no one there when we showed up on site. The
2 homeowner -- there were some people gathered out front at the
3 street, but after, you know, a short time, they -- everybody left,
4 and I don't know if those were the homeowners or neighbors or
5 what.

6 Q. Do you recall after how long you arrived, after the
7 technicians arrived -- I mean, you had two people on the scene.
8 Do you know what is the difference in time between those people,
9 the first arrivals, and you, roughly?

10 A. You know, maybe it was less than an hour, I would have to
11 say.

12 Q. Okay.

13 A. Between the technicians showing up on side and then the --

14 Q. Mr. Cruz and Mr. ~~Wallace~~^{Wallis}?

15 A. Right. And then when the supervisors showed up, Juan and I.

16 Q. About an hour?

17 A. I would say it was less than an hour.

18 Q. Less than an hour?

19 A. Yeah.

20 Q. Okay. On a typical fire call, who calls you guys typically
21 on a fire? Owner does or fire department does, or it's kind of
22 both?

23 A. It kind of, kind of both. I wouldn't say 50/50, but I mean
24 we --

25 Q. It can happen either way?

1 A. Yes, sir.

2 Q. Can you go over now a little bit, it's more fire department
3 or more home owners or -- if you cannot, you cannot. I mean,
4 don't feel compelled to do something --

5 A. Yeah.

6 Q. Don't feel compelled.

7 A. No. Sometimes after the fact -- let's say it happened, you
8 know, in the past. We get those calls from the homeowners, and
9 they say, hey, there was --

10 Q. Fire in my house?

11 A. Right, and this was -- could have been just an electrical or
12 whatever it was, and so we -- you know, we showed no record of
13 that. We send a technician out there right away to investigate
14 that.

15 Q. Okay. Now, do you have any program that you let your
16 customers know that, hey, if you smell gas, call us, if there's a
17 fire, call us? Are you aware of that?

18 A. We put out to our community -- you know, we have sometimes
19 television ads that, you know, for gas safety, if you smell gas,
20 you know, report that, you know, call either 9-1-1 or call Atmos
21 Energy's emergency number. We have programs that we go out to the
22 communities and just put, you know, safety, gas safety for the
23 customers to be aware, you know, if you smell gas, call, you know?

24 Q. And who does that at Atmos Energy? Do you guys do that on
25 customer service side or it's a different department?

1 A. We have that from various -- I mean I've been, you know, I've
2 been -- had the opportunity to attend some of those community-type
3 outreach --

4 Q. Right. But I'm really looking for, like, a procedure. Do
5 you know if there's a routine at Atmos, this department handles
6 that information exchange to people or --

7 A. I couldn't answer that, yeah, you know?

8 Q. But have you seen something that you said, a TV ad that --

9 A. Yeah, we've had some -- I can't even remember when the last
10 commercial I --

11 Q. That's (indiscernible) but you have seen ads --

12 A. Yeah. There's --

13 Q. Are they in English, Spanish, all languages, or just in
14 English?

15 A. I don't -- English is the ones that I've seen. The most
16 recent is --

17 Q. Do you know if they hand out any pamphlets to the customers
18 that if you smell gas or had a fire, call?

19 A. Absolutely. I mean, some of those community awareness
20 programs, which we --

21 Q. Okay.

22 A. And that's -- if it's in Dallas, you know, the supervisors,
23 we'll go out there, and we hand out those community members -- you
24 know, it could be at a school, it could be a town-type function.
25 We hand out those safety pamphlets to the customers.

1 Q. And do you remember in this pamphlet, do you provide a
2 number, an Atmos number to people or you just tell them to call 9-
3 1-1?

4 A. It advises the customers to call, you know, either -- you
5 know, it has the 1-800 number on there, and it also has the -- to
6 call 9-1-1.

7 Q. So you tell them to call either?

8 A. Yes, yes.

9 Q. Okay. Typically, when you respond to a house for let's just
10 say gas odor call, which may or may not have fire department right
11 away, you like to have homeowner or somebody open door for you,
12 right? I mean, you have to check with somebody at the house where
13 are you smelling the gas, what's happening, in your response. In
14 this case, there is nobody. Did you ask either homeowner there or
15 who -- you know, you arrive at the scene, house is burned down.
16 Did your staff or you guys (indiscernible) to talk to the
17 homeowner to find out what happened?

18 A. Again, since the technicians --

19 Q. You --

20 A. Right. I was not aware if there was any contact with the
21 customer.

22 Q. But you didn't check that with your technician either, I
23 guess?

24 A. No, I did not.

25 Q. Okay. But you would like to know some information from the

1 homeowner, renter, whoever that person may be, would you not?

2 A. At the time, you know, find out --

3 Q. At any incident, not just this particular event. Would you
4 not like to have information as to what might -- whether the
5 customer is doing something, the gas, the fire, or --

6 A. Well, if it, you know, if it was, you know, related to gas, I
7 mean, yeah, of course I want to know to make sure that, you know,
8 if there's anything on our side that needs to be, you know,
9 repaired --

10 Q. Let me rephrase the question.

11 A. Okay.

12 Q. Let me rephrase the question. Your technician or anybody
13 from Atmos responds to an emergency call, could be a gas or could
14 be a fire, to be -- to decide whether gas is involved or not or if
15 your gas is involved or not, would you would like to talk to
16 somebody before you start investigating or would you not?

17 A. Before I start investigating?

18 Q. Yeah. This (indiscernible) would you not like to --

19 A. Yeah.

20 Q. -- know what happened to the incident?

21 A. Yes.

22 Q. So in that case, would you or will you not talk to the
23 occupant of the house?

24 A. Yes. To find --

25 Q. So in this case, in this case, I guess what I'm asking is did

1 you or did not -- and I say did you meaning your crew or you, or
2 anybody from Atmos look for the occupant to find out what happened
3 before you decide whether gas is involved or if it's your gas
4 involved?

5 A. I do not know if they, you know, looked for somebody to get
6 that information.

7 Q. I just --

8 A. I do -- you know, from the fire department being on site, you
9 know, we were -- you know, I don't know if the -- no, I can't
10 answer that.

11 Q. Okay. Because already you told me there was no fire
12 department people, right?

13 A. Right, for -- when the technicians arrived, they were there.
14 So --

15 Q. (Indiscernible). But you didn't check with the technician to
16 find -- I guess what my question is, in your standard operating
17 procedure to respond to emergency calls, does Atmos require to
18 talk to the homeowners as a part of -- and when I say homeowners,
19 maybe occupant is a better word -- is the standard procedure of
20 investigating any event, does the Atmos procedure requires you to
21 gather some information before you reach any conclusion from the
22 occupant or the procedure does not?

23 A. You know, I would have to look at the fire procedure.

24 Q. Okay. Well, that forces me to ask a question. When was the
25 last time you looked at your procedures? I mean, if you don't

1 recall, you don't recall.

2 A. Yeah. I do not recall.

3 Q. Do you know if a procedure exists?

4 A. Yes.

5 Q. And are the technicians required to keep those procedures on
6 their truck?

7 A. It is available to them as a resource online.

8 Q. Okay. And does your procedure require you to look at those
9 procedures when you respond to emergency event? I guess what I'm
10 saying is, as a supervisor, you don't remember when you saw it.
11 The technician responding to an emergency, would they know that
12 they are required to do that? How does that work?

13 A. If there's any, you know, question, you know, we would open
14 up the procedure to say, hey, this is what I would need to do at
15 the time. I mean, there's -- we use it as a resources at all
16 times --

17 Q. But there's no checklist on your computer, generated
18 response, that says did you talk to the owners or occupant? I
19 guess technicians -- he or she responds, responds to an event.
20 Then, after they are done with it, they fill some form, right, on
21 the computer?

22 A. Correct. There is a form.

23 Q. So in that, is there a checklist that says talk to the
24 occupant or occupant told us this? Nothing like that that you
25 know of?

1 A. That I know of. I'm --

2 Q. And then as supervisor, do you ask that, that did you talk to
3 the occupant?

4 A. Yes.

5 Q. You do whatever --

6 A. Yes, yes, I mean, we do find out information from the, you
7 know, the technician that's on site and say, hey, do you know what
8 happened, did you get a chance to talk to the customer, and if
9 they're there, then, you know, we can find out what's going on, or
10 from the fire department.

11 Q. So in this case, did you ask that particular technician?

12 A. I did not, no.

13 Q. Okay. Did you know if Mr. Gomez was -- other supervisor?
14 Well, you're --

15 A. Yeah, I don't --

16 Q. -- there at the same time, right?

17 A. Right.

18 Q. You are together kind of?

19 A. For the most part, we were.

20 Q. Okay.

21 A. But I don't know if he did ask that of the technicians that
22 were on site.

23 Q. In those 12 hours -- you were there for almost 12 hours, not
24 quite, but did that subject ever come up between you and your
25 technicians?

1 A. I do know that, you know, when the -- I don't know how it
2 came to us, this information, but that it was -- the fire was, you
3 know, due to somebody cooking something, and that's --

4 Q. But let me back up and ask you the question a little bit
5 differently.

6 A. Okay.

7 Q. Isn't that not hearsay if you haven't talked to the fire
8 department directly?

9 A. Yes.

10 Q. And is that enough for you to base a conclusion?

11 A. No. I mean, we still investigate the -- in the alley, around
12 the structure, on the service line, everything. We still complete
13 our investigation.

14 Q. Now, do you and your technicians talk to the fire department?

15 A. That's what -- I'm not sure if they were able to -- when they
16 showed up on site, they were -- they did -- they were there --

17 Q. No, the fire department people are there, but --

18 A. Right.

19 Q. -- do you know if they talked to the fire department people?

20 A. I personally do not know if they --

21 Q. You didn't ask that question --

22 A. No, sir.

23 Q. -- about (indiscernible)?

24 A. No.

25 Q. Did the technicians volunteer to tell you that?

1 A. Did not.

2 Q. Would that be a part of your procedures or it would not be a
3 part of your procedure to talk to the fire department?

4 A. Yes, to make contact to make sure, you know, what --

5 Q. Well, I guess (indiscernible) as a supervisor, how would you
6 know, then, it's done right, that the work is done right if you do
7 not know if the procedure is followed (indiscernible)?

8 A. We, you know, we make sure that --

9 Q. I mean, you didn't ask the question -- I'm sorry.

10 A. Yeah.

11 Q. See, I'm getting kind of confused. But you say you didn't do
12 it, but you -- so I guess in this case, that thing didn't happen,
13 short answer, I guess, that you do not know, you didn't talk to --

14 A. Right.

15 Q. -- fire department?

16 A. I did not talk --

17 Q. Because they're not there. Technicians arrived, but you do
18 not know because you didn't ask them whether they talked to the
19 fire department people. So you do not know what discussion
20 happened between them and your people?

21 A. That is correct. I did not ask the --

22 Q. Did a technician tell you that Atmos gas was involved on the
23 jurisdictional pipeline, not involved, or anything about this
24 jurisdiction, because you've mentioned about the jurisdiction
25 earlier, your jurisdictional pipeline (indiscernible) customer

1 pipeline? So did that happen with your 12 hours on the scene?

2 A. Yes, sir.

3 Q. Tell me what that --

4 A. You know, we were just -- we were bar-testing in the alley,
5 and at the location of the 3515 address, there was no migration to
6 the house. The technicians bar-tested around the house, and we
7 did not find any -- excuse me -- any migration going to the house.
8 And at that time, I mean, the fire -- excuse me -- the meter was
9 turned off at the meter location.

10 Q. So your technicians turned the meter off?

11 A. Yes.

12 Q. Did you check that, that they did and not the fire
13 department?

14 A. Say again?

15 Q. Meter was off and you said your technician turned it off.
16 I'm saying do you know for sure that the technicians turned off
17 the meter and not the fire department?

18 A. It may have -- you're right. It would -- they secured, I
19 might say, they secured the meter at the -- they put a blind.
20 They put a locking device on the meter.

21 Q. But you do not know who turned the meter off first before the
22 technician did that --

23 A. That's correct, correct.

24 Q. Would that be a routine procedure or it would not be, to get
25 as much information, I guess, about the meter turned off, who did,

1 what time, or it would not be a part of the investigation?

2 A. You know, we were -- I was trying to, you know, gather all
3 the information to handle all of the other part, you know? We
4 just --

5 Q. (Indiscernible) situations?

6 A. Yeah.

7 Q. So did the technicians tell you that the bar-hole test came
8 out negative on the customer side of the piping?

9 A. Yes.

10 Q. I mean, you are there, right?

11 A. Yes, yes.

12 Q. You watched them do the bar-hole test?

13 A. We were watching some part of the bar-hole testing, and they
14 did -- they told me that there was no --

15 Q. You didn't observe them do the customer side of the piping,
16 did you?

17 A. No, I did not.

18 Q. So did that happen in the first hour or it happened -- I
19 mean, I'm just trying to kind of -- in my mind, I'm trying to put
20 the timeline, if I'm a technician, I arrive, what did I do in what
21 sequence?

22 A. So we tell -- we instruct the technicians to bar out that
23 alley, to bar out the service lines, to bar around the house.

24 Q. So what happens first, I guess, is what I'm looking for?

25 A. Well, they --

1 Q. Procedure-wise. Not --

2 A. Yeah.

3 Q. What they did is not that critical as I'm trying to
4 understand what is your standard operating procedure when you
5 respond to that? What happens first? What happens second?
6 Routinely, I mean. There are exceptions.

7 A. Sure.

8 Q. Or what is your procedure?

9 A. We go out to identify to see if there's any, you know,
10 indications of gas and determine if it's migrating to the house.

11 Q. Sure. How do you do that, how do you do that, the indication
12 of a gas involved --

13 A. So with the service technicians, we bar-hole it, you know,
14 punch the hole --

15 Q. Okay.

16 A. -- in the ground, insert --

17 Q. (Indiscernible) bar-hole --

18 A. Okay.

19 Q. So in this case, you are maybe 1 hour late, maximum, maybe
20 (indiscernible) before, but maximum, you are 1 hour after the
21 technicians arrived at the scene. Did you find out upon your
22 arrival what they did in that 1 hour where you are not there?

23 A. What they did?

24 Q. In that 1 hour where -- everything else (indiscernible)
25 watching --

1 A. Sure, sure. I mean, they had started bar-testing. When I
2 showed up, actually, one of the technicians was already -- was
3 doing some bar-testing in the alley. Juan Cruz was in the alley.

4 Q. I (indiscernible). That's now what I'm asking. I'm asking
5 you arrive roughly 1 hour after the technicians arrive.

6 A. Okay.

7 Q. And I guess upon your arrival, did you ask the technicians
8 what did they did in that 1 hour when you are not there, or you
9 did not?

10 A. I can't remember --

11 Q. Is the question not clear --

12 A. Yeah, you know, it's clear --

13 Q. Oh, okay, okay. I just want to make sure.

14 A. No, you're fine.

15 Q. Okay.

16 A. It's just -- I just can't remember all that I, you know, we
17 talked about, you know? Just I didn't write anything down or
18 anything, so, you know, I just can't remember.

19 Q. Okay. That's fine.

20 A. Yeah.

21 Q. So for the bar-hole, can you tell me are you trained in the
22 bar-hole test, what the limitations are to the bar-hole test?

23 A. Okay. So when you're bar-holing, you know, we'll punch the
24 hole in the ground. We insert the probe in there and take the
25 readings off of the indicator. And you asked about limitations.

1 I mean, if there's standing water right there, we'll follow our
2 wet weather investigations to --

3 Q. Well, I'm glad you mentioned that. So elaborate more on
4 that. That was going to be my next question --

5 A. Okay. That's fine. Sure.

6 Q. So (indiscernible) okay.

7 A. Sure.

8 Q. So what is that?

9 A. So wet weather, whenever it's rain or standing water right
10 there, we look for -- we'll punch the bar into the ground, and if
11 sometimes it doesn't fill up with water, we can still, you know,
12 take a sample of underground reading.

13 Q. From the gap?

14 A. Right, whatever we can without the machine getting clogged
15 up --

16 Q. Yeah.

17 A. And then if not, we'll punch the bar again into the ground
18 and then from the ground level, to see if there's any kind of
19 reading indications that are picked up by the equipment.

20 Q. But it's still the same equipment?

21 A. Yes. Still the same equipment for service technicians.

22 Q. Okay.

23 A. Yeah.

24 Q. And so what happens if, you know, the area is such that
25 you're still getting really the bar hole gets filled up with

1 water? How can you make out a gas concentration then? You see
2 what I'm saying?

3 A. Yes.

4 Q. It doesn't have to be pouring rain when you arrive there, but
5 the ground is saturated, the technician puts the bar in --

6 A. We were still, we were still able to bar-test at that
7 location. We were still able to insert the probe into the ground,
8 and we were, you know --

9 Q. Able to get the reading?

10 A. Yeah. We were still getting readings, so --

11 Q. Okay. So reasonably confident the readings will be good?

12 A. Yes, yes.

13 Q. Okay. Great. Okay. And so they didn't see any -- do you
14 know how many bar holes they conducted?

15 A. No, I do not. It was quite a few in the alley, and --

16 Q. No, not alley. I'm still focusing on the customer side of
17 the piping.

18 A. On the customer side of the piping, no --

19 Q. Do you know --

20 A. The 3515?

21 Q. Yes.

22 A. No, I do not know. I do know they went around the house, and
23 then they went on the service line part.

24 Q. Okay. And so did you have a discussion when they went around
25 the house to find out if that was any reading state and

1 (indiscernible) --

2 A. Yes, I did. You know, the technician came back and mentioned
3 to me that there was no --

4 Q. No gas?

5 A. No gas around that.

6 Q. And other technicians familiar with the migration, gas
7 migration, can go from point A to point B?

8 A. They are familiar.

9 Q. They are?

10 A. Yes, sir.

11 Q. Okay. So did they offer to you that there is no gas in the
12 ground around the perimeter of the house, correct?

13 A. There was no gas around --

14 Q. Correct?

15 A. Um-hum.

16 Q. So was that the reason you (indiscernible) do that now, the
17 inside gas leak? Is that a logical -- I'm just trying to
18 understand. I think earlier you mentioned that service gas was
19 not involved, that you guys (indiscernible) outside leak, focusing
20 on the main? Or did you not reach any conclusion about, I guess
21 (indiscernible)?

22 A. We were still investigating. We were trying to, you know,
23 try to gather all the information for --

24 Q. So what was the final conclusion on that, for that particular
25 fire, 3515?

1 A. Final conclusion, I still was not -- I mean, we ended up --
2 we completed the bar-testing around the street, around the house,
3 I mean --

4 Q. Yes, sir --

5 A. On the service, we found a indication next door at 3519, and
6 that's where we dispatched one of our construction crews to start
7 digging at that service line.

8 Q. I guess did you guys reach any conclusion about 3515, that
9 there is jurisdictional leak that caused it or you are saying, you
10 know --

11 A. It wasn't -- yeah, that there was no gas at least from what
12 our bar-testing --

13 Q. I'm not saying --

14 A. Yeah --

15 Q. The matter was (indiscernible) and if I understand correctly
16 that the outside leak was not responsible for the fire? Is that
17 what you guys reached?

18 A. I mean --

19 Q. And I know (indiscernible) --

20 A. I'm just, I'm --

21 Q. How you closed this thing is what I'm trying to find out.

22 A. Where we're indicating our gas at 3519 did not -- was not
23 going to that house or anything like that. So when we bar-tested
24 around here, I mean, we found no gas. So in my just logic
25 thinking that there was no gas --

1 Q. Okay. So talking about this 3515, I think that's
2 (indiscernible) more confusing. But if you go to house, house
3 fire and you do whatever you guys do, how do you close that event?
4 I mean, what is your final conclusion that you dispatch the crew,
5 crew did something, so what would that final report from the crew
6 will go to dispatch back, saying we were here, we looked into
7 this, and this is our finding? Or there is no finding in that
8 dispatch?

9 A. Right. So we did not pick up any gas for the house that
10 caught on fire.

11 Q. Okay.

12 A. So that was the finding.

13 Q. So that's, like, that is your closure of that -- that's what
14 I'm asking, yes.

15 A. Okay. I apologize.

16 Q. What you did in the alley --

17 A. Yeah.

18 Q. -- above and beyond. But for that house --

19 A. There was --

20 Q. (Indiscernible) saying we didn't see any gas in the ground or
21 service, that's the end of your response that you recall, am I
22 correct?

23 A. You are correct. There was no, there was no gas found for
24 that.

25 Q. Okay. That's what I was trying to --

1 A. I apologize.

2 Q. -- reach, what the final thing was. Okay. So you said --
3 now, if it is raining, now, you really cannot do a bar hole?
4 Like, let's just say there's an explosion -- and this is
5 hypothetical case, nothing to do with 3515 or any of those --
6 there's an explosion. You guys go in there. It's raining. How
7 do you decide gas -- A, gas is involved or not, and B, there is
8 jurisdictional pipeline that's leaking or the customer service is
9 leaking. How do you do that? Or if you can do that or you cannot
10 do that?

11 A. At the ground level, we serve --

12 Q. Do you understand my question? I mean, I'm saying if you
13 don't -- that's what I'm saying -- I want to make sure --

14 A. You're asking, hypothetically, I mean --

15 Q. Yeah, it's completely hypothetical --

16 A. -- how do we get, how do we get the --

17 Q. You are response -- you are responding to let's just say gas
18 or a fire or explosion. It doesn't matter what you're responding
19 to. If it's raining, how do you, I guess, check, number one,
20 natural gas is involved or not and whether there is a service line
21 involved or not or it is customer line involved or not, is in-
22 house leak? How -- I guess what I'm saying is taking
23 (indiscernible) how do you come to a closure of saying, oh, we
24 (indiscernible) the gas, nothing in gas, right? And
25 (indiscernible) closure? In this case, you really cannot do that

1 in bar-hole. So is there a procedure to address that. That's
2 what I'm really asking.

3 A. There is a wet weather procedure in our --

4 Q. Okay. So tell me about that.

5 A. You know, off the top of my head, I mean, I can just give
6 you, you know, some of the parts of --

7 Q. Well, what do you remember as a supervisor --

8 A. Right.

9 Q. What do you remember?

10 A. And so you would punch using your probe into the ground. You
11 would punch the hole, and if -- you will observe if there's any
12 bubbles, any audible, visible indications of gas. You would run
13 your leak ~~dictation~~ ^{detection} equipment above ground.

14 Q. Okay. So that's (indiscernible) technicians (indiscernible)
15 do that --

16 A. Yes, sir.

17 Q. Not that it happened in 3515, but there is a procedure?

18 A. Yes, there is a procedure.

19 Q. I'm going to ask a little bit tricky question here, because
20 I'm not sure how to ask that. You are not OQ-qualified now
21 because you are supervisor?

22 A. Correct.

23 Q. However, you ride with people whose job is OQ-qualified, and
24 you are going to tell them that they are doing something right or
25 wrong?

1 A. The training that we receive can never be taken away from us.
2 It's the experience. It is the exposure that we've had out in the
3 field. That can never be taken away.

4 Q. By no means I'm questioning that at all --

5 A. Right.

6 Q. I'm just looking at the procedure (indiscernible). I'm not
7 looking at individual qualifications.

8 A. Okay.

9 Q. But I'm saying so the -- I guess the evaluation procedure at
10 Atmos is even though your credentials are not current -- let's
11 just say you are supervisor for 10 years. You (indiscernible) a
12 fantastic supervisor for 10 years, 10 years ago, but now you have
13 not done work by yourself, right, for 10 years, but you are still
14 trusted the responsibility to evaluate the work of people who will
15 become OQ-qualified. And is that the procedure at Atmos or
16 it's --

17 A. If you recall, you know, we have senior technicians to ride
18 along with the technicians --

19 Q. That's what I understood.

20 A. And those are qualified technicians --

21 Q. That's what I understand completely.

22 A. And --

23 Q. But I guess one of the --

24 A. There's always refresher trainings for each employee to go
25 along with, you know, every year, every -- I mean, whatever --

1 Q. I'm good with that. I understand and I have no questions on
2 that.

3 A. Okay.

4 Q. My question is I think (indiscernible) the supervisor goes
5 and evaluates these people, if I understand correctly -- if I --
6 if that is not the correct understanding, stop me. What I thought
7 is all the supervisors ride with these people who are going
8 through either training, promotional training, probation, whatever
9 the case may be, where the people actually who are evaluating
10 them, the supervisors, are neither OQ-qualified and may not have
11 done the work for years. Is that correct or not correct?

12 A. Supervisors are not OQ-qualified and --

13 Q. But you are still -- I guess my -- let me be -- but you are
14 still required to go with the technicians and evaluate them for
15 their work?

16 A. That is correct.

17 Q. Is that not correct?

18 A. That is. We go out with them.

19 Q. And I'm (indiscernible) completely comfortable that I
20 understand what happened and how the procedure works, and I
21 appreciate your help for that.

22 A. You're fine, you're fine.

23 Q. And that's all I have. Thank you so much.

24 MR. CHHATRE: Go ahead.

25 MR. McDILL: Sorry, may I ask a few clarifying questions?

1 MR. CHHATRE: Sure. I mean, you'll get a turn, right?

2 MR. McDILL: Oh.

3 MR. CHHATRE: I mean, everybody has a follow-up question,
4 absolutely, absolutely.

5 MR. McDILL: Okay. I apologize.

6 MR. CHHATRE: You have any follow-up?

7 DR. JENNER: Yeah, just a couple.

8 MR. CHHATRE: I just want to keep the same order. That's
9 all.

10 MR. McDILL: My apologies. I thought we were --

11 MR. CHHATRE: No, no.

12 MR. McDILL: I thought we were adjourning.

13 MR. CHHATRE: No, no, no.

14 MR. McDILL: Okay.

15 MR. CHHATRE: Everybody is equal here, so --

16 BY DR. JENNER:

17 Q. Steve Jenner. Just by circumstance, you ended up with two
18 supervisors on scene just because of the transportation issues.
19 Is it -- would only one normally be sent to such an event?

20 A. I would say yes.

21 Q. Okay. Did it help you that you had a second supervisor on
22 scene?

23 A. Yeah. I mean, we were able to split off. And because we
24 were able to -- the technicians were handling something, you know,
25 in the alley of the bar-testing part. As the other personnel were

1 arriving, we were able to kind of work as a team to -- you know, I
2 would go off to handle this and then the other supervisor with the
3 other group.

4 Q. Do you think you would have been able to manage it by
5 yourself if it was only you?

6 A. It would -- I would have called in for request for some help,
7 too, because there was a lot of information coming in all at once,
8 and you know, I think I would have called in to get some
9 additional support if I was out there by myself.

10 Q. Okay. So it sort of worked out?

11 A. Yeah, I would say so, yes.

12 Q. All right. Thank you.

13 MR. CHHATRE: PHMSA?

14 MR. JONES: Yeah, so this is Michael Jones.

15 MR. CHHATRE: Identify yourself.

16 MR. JONES: Michael Jones, PHMSA accident investigator.

17 BY MR. JONES:

18 Q. I believe earlier when we were discussing the leak surveys,
19 bar-holing surveys, so you mentioned going around the house in
20 question on the 22nd, 3515, and if -- I can't find it in my notes
21 here right now, but I believe it was mentioned that the survey
22 also encompassed the area around 3527, the previous incident, is
23 that correct?

24 A. I can't remember if -- at the top of my head did --

25 Q. Oh, sure.

1 A. You know, if they went around -- are you asking if they --

2 Q. Yeah, went around that previous house.

3 A. The house.

4 Q. The previous incident.

5 A. I can't remember right now.

6 Q. Okay. So my follow-up was going to be if you had requested
7 them to also survey that area later on. Did you ever ask to go --

8 A. We did, yes, we did ask for them to see if there was any gas
9 or any migration or anything like that.

10 Q. Okay. Do you know the timeframe for that side of the survey?
11 I guess it was done after 3515 was done, but any idea --
12 timeframe?

13 A. No, I can't --

14 MR. JONES: Okay. Yeah, that's all I have as far as
15 questions.

16 MR. CHHATRE: Okay.

17 MR. COLLINS: No questions.

18 MR. CHHATRE: Wonderful.

19 Fire department?

20 MR. BAKER: No, sir.

21 BY MR. McDILL:

22 Q. John McDill, Atmos Energy. Just clarify for me, please, Sal,
23 the training for our construction members, you talked about the
24 makeup of construction crews being a crew leader, senior
25 construction operator. Do you know -- and some of your experience

1 has also been in construction as well, is that correct?

2 A. That is correct.

3 Q. So as a construction member, do constructions members also
4 receive extensive training in leak investigation?

5 A. Yes. That is part of their training for working on the crew.

6 Q. And you may not know specifically, but some of the
7 supervisors in the Dallas Service Center have had extensive
8 construction experience as well, to your knowledge, is that
9 correct?

10 A. Yes, that is correct.

11 Q. And so they themselves would have had training probably in
12 leak investigation processes?

13 A. Yes.

14 Q. Okay. Thank you for clarifying that.

15 A few other questions. You may have covered this, but you
16 were out there for a number of hours. So if you could walk us
17 through a little bit and maybe in additional detail, so when you
18 first arrived on the scene, can you explain maybe about what you
19 did and then as -- maybe as the day progressed into the night when
20 you left the scene around 11:30 p.m., can you provide us with kind
21 of the details as you recall for that, once you first arrived
22 through when you left at the end of the day?

23 A. And these are, you know, just, you know, rough.

24 Q. Sure.

25 A. When we showed up, the technicians, we were -- they were

1 already doing their investigation part out here in the alley. We
2 had given them instructions to start bar-testing from the
3 beginning of the alley, working their way --

4 Q. And just for clarification, the beginning of the alley, were
5 you at the Larga --

6 A. The Larga --

7 Q. In the alley working eastward?

8 A. Yes, sir.

9 Q. Okay. All right. Go ahead.

10 A. And you know, giving us -- letting us know what their
11 finding -- we would go out to the alley, either it be Juan or
12 myself going to the alley to see what their findings were. And
13 when, you know, they found a reading at the 3519 address, and you
14 know, at that point, you know, I communicated that information
15 over to, you know, my supervisor.

16 And it was not -- I mean, it was graded a 2, so at that
17 point, we went ahead and made a decision to get the crew headed
18 this way. But at that -- I mean, I don't know -- I can't remember
19 how -- when the technician, you know, had come around and
20 mentioned this to me is when the crew pretty much was already on
21 site for this. So we just kind of monitored or were trying to
22 make sure -- so we requested a second additional crew to come and
23 take care of this location on Larga.

24 So Juan and I were kind of split off to, you know, handle
25 this, take care of this, and as well as the bar-testing here in

1 the alley. We had then requested or we were given instruction to
2 get a survey group to come out here and start surveying the area
3 adjacent to where this alley is. And the crew started working on
4 digging this service line up, digging this service line up, and
5 that's --

6 Q. So a lot of work in, you know, 12 hours or so, so that I
7 understood, you were saying that there was work going away in
8 Larga with monitoring conditions with a crew. You're en route or
9 in the process of beginning repair activities, is that correct?

10 A. That is correct.

11 Q. Additional work where a leak indication was found at 3519
12 Durango?

13 A. That is correct.

14 Q. And a crew was either en route or you all dispatched a crew
15 to come repair that, is that correct?

16 A. Correct.

17 Q. And then you mentioned also about survey work. Can you talk
18 a little bit more around the survey work and how that survey, to
19 your knowledge, maybe commenced or got started?

20 A. So the survey group, it was two technicians that were sent to
21 that area to -- you know, I was only aware of one at the
22 beginning. The technician showed up and started surveying the
23 alley south of this alley of Durango and Espanola, and I want even
24 say the -- even another alley passed that. He also started to
25 survey Larga all the way to Marsh. And then there was another,

1 the alley of Espanola, whatever the other street address -- street
2 name is over here.

3 And I know that they were surveying that alley. I'm not sure
4 if it was another alley that they surveyed, but I mean they ran
5 their equipment with their RMLDs to, you know, take that -- or get
6 the indications. And then they would go to pinpoint the source of
7 that leak.

8 Q. So --

9 A. Or whatever that indication I want to say.

10 Q. Correct. Okay. So you had at least two repairs underway,
11 based on findings of leaks, or had completed a repair? Do you
12 know if one of those had been completed prior to your departure at
13 11, 11:30?

14 A. Yes. This one was already replaced.

15 MR. CHHATRE: This is Ravi. This one meaning 3515?

16 MR. SANCHEZ: 3515, yes, sir. I'm sorry -- 30 -- no --

17 MR. McDILL: 3519?

18 MR. SANCHEZ: Apologies.

19 MR. CHHATRE: Okay.

20 MR. SANCHEZ: 3519.

21 MR. CHHATRE: Okay.

22 MR. SANCHEZ: That's the excavation. This one was exposed,
23 but due to the depth --

24 MR. CHHATRE: Can you identify "this one" meaning --

25 MR. SANCHEZ: My apologies again.

1 MR. CHHATRE: Oh, that's okay.

2 MR. SANCHEZ: 9583 Larga --

3 MR. CHHATRE: Okay.

4 MR. SANCHEZ: -- was exposed, but the depth of it, you know,
5 for safety reasons, we had to -- we couldn't be in that
6 excavation. I do know that further south on Larga was another
7 priority work order, where we had another crew. It was already
8 dug up. I can't remember the -- 9 -- whatever that address
9 further south on Larga was -- 9551 Larga. And I do know that
10 there was another address at 3502 Cortez. And that was underway.
11 The construction crew had that exposed and getting it ready for a
12 replacement before -- that's before I left.

13 BY MR. McDILL:

14 Q. Before you left, okay. And you stated earlier, but you --
15 the leak, the bar-hole testing around 3515 Durango, where there
16 was a reported fire earlier in the day, the work was completed,
17 and the technician indicated there was no gas migration that was
18 determined through your investigation at that point in time, is
19 that --

20 A. That's correct.

21 Q. Okay. Are there any other -- I mean, there's a lot of work
22 activities through the 12 hours, so just if you could -- if
23 there's anything that you may have left out or I have not asked
24 that kind of helps better explain for all of us about the ongoing
25 work, the surveillance that was out there, please share any other

1 information that I may have -- not have asked?

2 A. So even further over here on the Marsh side of those alleys,
3 there was another, you know, priority work order that we had to,
4 you know, get a crew to respond to. So even -- so there was the
5 excavation at 3519, the excavation at 9583 Larga. So there was --
6 I can't remember --

7 MR. CHHATRE: Too many things going on?

8 MR. SANCHEZ: It was quite a few things going on. And that's
9 what I was kind of working with the crews, working with the -- the
10 technicians had finished their bar-testing in the alley, and they
11 were assisting the survey members.

12 BY MR. McDILL:

13 Q. So you might have said this earlier, but you mentioned
14 another priority order down by Marsh, which is --

15 A. Um-hum.

16 Q. I assume that's the 3600 block or so. So there's El Centro?

17 A. Um-hum.

18 Q. And then further to the east would be Marsh. So that would
19 be somewhere maybe almost a block or two --

20 A. Correct.

21 Q. -- east of there?

22 A. Correct.

23 Q. Okay. And while you were there also, I think you stated
24 earlier, but a survey crew -- do you know if a survey crew had
25 completed their surveys through the alley between Espanola and

1 Durango from Larga to El Centro, or maybe even further?

2 A. To, well, yes, they had worked -- they had surveyed that
3 alley, you know? They had worked their way to that alley, and
4 they completed their survey. And where we were detecting our
5 readings -- I can't remember --

6 MR. CHHATRE: There's the next page if you want.

7 MR. SANCHEZ: It was --

8 MR. CHHATRE: Will that help?

9 MR. SANCHEZ: There was another that our technicians, you
10 know, were -- they were bar-testing, and they picked up gas. And
11 when the survey group came into -- said, well, that's where I'm
12 picking up, you know, his indications were, too. And we had it
13 pinpointed in that alley, and I want to say it was east, a little
14 bit east of where this excavation was.

15 MR. CHHATRE: Okay. (Indiscernible) help you out or not
16 (indiscernible). See here? Does that help?

17 DR. JENNER: Yeah, here's --

18 MR. SANCHEZ: You know, but I just can't remember the --
19 there was so many --

20 MR. CHHATRE: Understand. But in the same alley?

21 MR. SANCHEZ: Right. And that's where the survey -- when we
22 finished our bar-testing, we picked up readings there, and when
23 the crew finished with the service at -- replacing the service
24 at --

25 BY MR. McDILL:

1 Q. 3519?

2 A. 3519. They moved on to this other indication where -- or the
3 readings, and at that point, I had -- that's when I had left the
4 scene.

5 Q. Do you know if any of those indications were identified as
6 coming from a customer-owned portion of our gas system or --

7 A. I do know that at one of these addresses -- now, forgive me,
8 I cannot remember the address, but there was one where the
9 customer piping was determined to be leaking.

10 Q. The source of the leak?

11 A. Well, one of the --

12 Q. A leak?

13 A. Right.

14 Q. Okay.

15 A. And we ended up disconnecting their gas, turning the gas off
16 at the meter. It would not hold a pressure test.

17 Q. So there was a pressure test performed on that --

18 A. On that one particular address.

19 Q. And can you describe that pressure test? How was that
20 conducted? Do you do a shut-in test or how --

21 A. We have a gauge that we connect to the customer's piping, and
22 we pump it up -- we make sure that all of the appliances inside
23 are in the "off" position. And then we'll connect that gauge to
24 the customer side piping and pump it up with air and then shut it
25 in. And that gauge, if it's a drop in pressure, it'll let us know

1 on that gauge, and then that'll let us know if there's been -- you
2 know, if there's something on their side that's not holding
3 pressure.

4 Q. So that had happened at one of the residences prior to your
5 departure that evening?

6 A. Yes.

7 Q. Yeah. And you don't recall the specific address that --

8 A. No. I do know it was further east, and it was very close to
9 where the technicians were picking up their readings.

10 Q. At approximately which address or in the area of which
11 address?

12 A. Approximate, I mean, I would have to say 3520 -- I mean 3531
13 Durango.

14 Q. Somewhere in that general area?

15 A. Yes.

16 Q. Okay. That's where you all had a confirmed leak discovery on
17 a customer-owned portion of a service line?

18 A. Right.

19 Q. Okay. And as far as you know, as the technicians continue
20 east towards El Centro, do you know if they had any other
21 indications of gas as they continued their work east towards El
22 Centro?

23 A. No. There was -- the technicians did not pick up any other
24 readings.

25 Q. Okay.

1 A. That I'm aware of.

2 Q. Sure.

3 A. Yeah.

4 Q. Okay. Anything that I may have not asked that I needed to
5 ask to help kind of further provide, you know, a clear picture for
6 all of us --

7 A. Sure.

8 Q. -- of the work that was underway that afternoon and that
9 evening?

10 A. I mean, again, I can't think of anything.

11 Q. Okay. Thank you.

12 BY MR. CHHATRE:

13 Q. Because of these questions, I guess, let me ask just a few
14 follow-up questions. Number one is the pressure test, typically,
15 what pressure and how long, your standard operating procedure-
16 wise?

17 A. Whatever the delivery pressure is, if we're -- delivery
18 pressure is the 4 ounces. We'll pressure test that 4 ounces to --
19 and it'll be for whatever time the -- if -- it'll be 5 minutes.
20 It could be a 1-minute shut-in test.

21 Q. Okay. But there's no standard --

22 A. So it --

23 Q. -- time for it? It can be -- like, a technician decides how
24 long kind of?

25 A. Right, depending on the size of the meter itself.

1 Q. Okay. Wonderful. Again, for the clarification for the
2 transcriber, tell us what is RMLD is? If not, you can get back to
3 me on that. I mean, I --

4 A. Yeah, I'm not --

5 Q. What --

6 A. That's what is used by the survey technician. I would have
7 to --

8 Q. Okay.

9 A. Remote --

10 Q. Okay.

11 A. Remote methane leak detector.

12 Q. Okay. Good.

13 A. I'm not wearing my glasses either.

14 Q. That's okay, that's okay. Going back to these three
15 (indiscernible) that we are saying is bubbling, incidences on
16 those three homes --

17 A. Um-hum.

18 Q. Plus incidence at 3515 that happened --

19 A. Okay.

20 Q. -- that you responded, and you said some other incidences
21 happened further. Is that kind of unusual for you have that kind
22 of rash of incidences or it's not that unusual for the
23 neighborhood?

24 A. Well, we had just performed a survey. So when a survey comes
25 up, I mean, if there's an indication, we're going to respond to it

1 appropriately. So, I mean, to say the number of, you know,
2 indications, I mean, if we just performed a survey, you're going
3 to find some readings.

4 Q. No. I guess maybe that's not what I meant. I'm saying you
5 were dispatched for 3515, correct --

6 A. Yes.

7 Q. -- or not?

8 A. 3515, yes.

9 Q. And upon your arrival -- and I'm glad you guys did survey and
10 found out issues. But what I'm saying, after 3515, and I'm not
11 even looking at these leaks that you fixed, but I mean, gas
12 bubbling at three locations and simultaneous (indiscernible) may
13 not be -- maybe longer, but is that unusual for you with your
14 experience or it's kind of routine for the neighborhood; every
15 neighborhood can be different?

16 A. It's -- for the number of findings?

17 Q. I mean, three, four --

18 A. Yeah.

19 Q. I mean, I can see (indiscernible) emergency response --
20 that's what you classify this right, the bubbling?

21 A. Right. I mean, it did -- say, well, you know, wow, that one
22 is bubbling and then this one's bubbling and this -- I mean, it
23 was a little different. It was different. I'll say that. I
24 mean, it's not --

25 Q. But it's not -- I mean, have you seen this before in this

1 neighborhood like this?

2 A. No.

3 Q. Haven't seen this kind of rash of incidents as in other
4 neighborhoods like this, that you go in for one and suddenly you
5 find three, four other things popping out?

6 A. Yeah.

7 Q. Have you seen something like that in other neighborhoods
8 (indiscernible)?

9 A. I mean, no, no, not quite like that.

10 Q. But when you were there with this commotion, did you feel
11 it's unusual, it caught your attention, or it was like another job
12 for you?

13 A. We were -- like I said, I mean, we were asking for
14 (indiscernible) --

15 Q. No, no, no, you know, I'm not saying you did not respond.
16 I'm just saying seeing, like, you're in for one, and you're seeing
17 three, four others. Did it caught your attention, saying, my god,
18 this is kind of unusual or, yeah, this is not unusual for the
19 neighborhood? What is your reaction as a supervisor? Because you
20 have more complete picture than the technicians do because they
21 may not have entire picture. Was that something that caught your
22 attention?

23 A. I mean, right --

24 Q. It may not have --

25 A. No. We recognized it and then, you know, and we were

1 constantly communicating with, you know, our management, my
2 supervisor. So I just, you know, said this is a little different.

3 Q. And that leaves me to my last one. Was Benny being informed
4 of all the activities you guys have been doing --

5 A. Yes, sir.

6 Q. Okay. Was it, like, you calling him or he calling you?

7 A. Both, both. You know, I'd give him status updates --

8 Q. So what was his reaction to these one, two, and at least
9 three, if not others, bubbling incidences? What was his reaction
10 to that?

11 A. You know, we were -- well, we were on the phone, so --

12 Q. No, I'm not -- that's what I'm asking (indiscernible) his
13 reaction because you would know that --

14 A. We were mobilizing additional resources, and we were getting
15 additional crews to respond to that. So he was --

16 Q. But was he concerned for the system integrity or all -- or it
17 was just kind of a Murphy's Law and these things happen kind of
18 deal? What reaction --

19 A. No. I mean, of course any time you have, you know, this type
20 of situation, you know, we're responding to a fire and then
21 subsequently we're finding, you know, these other indications, I
22 mean, of course he was --

23 Q. But did he say something? I want -- since you're talking to
24 him, I'm just trying to find out did he say anything --

25 A. Not directly to me --

1 Q. Not to you --

2 A. I mean, but you know, he was just letting me know of what was
3 going -- you know, we were getting some additional support --

4 Q. So he's being briefed, but he didn't say to you, as his man
5 responding, that my god, you know, this is unusual, find out more,
6 or did he say anything to that effect?

7 A. We were -- not that effect, no.

8 Q. Okay. And you mentioned one term like emergency call,
9 especially that bubbling thing, so do you have a definition of
10 emergency call or any gas odor is emergency or any fire is
11 emergency?

12 A. No, it's -- if you see bubbles, you know, we're going to make
13 that -- you know, we're going to get a technician out there
14 (indiscernible) --

15 Q. Oh, no, no, no, I'm not saying you all to respond. I'm
16 saying -- I'm just looking for the definitions, to be honest with
17 you. So I'm just trying to find out what makes it emergency call.
18 And you used that term. That's why I'm asking you. You said
19 there's an emergency call coming in. So what is an emergency call
20 versus regular call?

21 A. Right. When there is -- a regular call is when we're there
22 to turn gas on or read a meter. If you're going, you know, to a
23 leak investigation --

24 Q. That's an emergency call?

25 A. -- that is an emergency call.

1 Q. Okay. But you also mentioned that you guys do not work in
2 that bubbling area. Do you know why? Was it too much gas coming
3 out? You mentioned earlier, I guess, that, you know, you guys
4 couldn't work there? Did you not say that?

5 A. Could not work?

6 MR. McDill: Couldn't mark a depth?

7 MR. CHHATRE: Yeah, you know.

8 MR. SANCHEZ: Oh, the depth.

9 DR. JENNER: It's over here.

10 MR. SANCHEZ: 9583.

11 BY MR. CHHATRE:

12 Q. So that --

13 A. You know, we were -- they were able to work, but they could
14 not safely get into the hole due to the excavation being so deep.

15 Q. Is it a depth, a shoring issue, or was it an odor issue is
16 what I'm trying to understand?

17 A. No, no, it was a depth issue.

18 Q. ~~Shoring~~
18 Q. ~~Shorting~~ issue?

19 A. Correct.

20 Q. The trench wasn't safe enough (indiscernible). Okay. That's
21 what I wanted to find --

22 A. Correct.

23 Q. Thanks.

24 BY DR. JENNER:

25 Q. Okay. Steve Jenner. So we discussed a lot of things like

1 different readings. Just to clarify, all the positive readings
2 that you received were customer-side related?

3 A. No.

4 Q. Okay. Were there readings off that made you concerned about
5 the integrity of the main line?

6 A. Well, right, that's -- as they were bar-testing in the alley
7 of Durango and Espanola --

8 Q. Right.

9 A. -- you know, we -- the technicians were -- picked up readings
10 at 3519 and then further east.

11 Q. Right.

12 A. And went that they were -- they detected, you know, a
13 reading, you know, somewhere halfway up the yard line on the
14 customer side at one of these addresses over here, east, you know,
15 like I guessed earlier, you know, 3531, or I approximated. And
16 that one -- one of those houses, the gas did have to be turned off
17 because it was leaking on their yard line. And I believe that was
18 the only one that we -- well, that I knew about, that was the one
19 that we turned the gas off to because it was leaking on the
20 customer piping.

21 Q. On the customer piping?

22 A. Um-hum.

23 Q. Okay. With all this activity and positive reading, was there
24 ever a discussion at any point to shut the gas down from the main
25 line?

1 A. At that point, I mean, that would have come in from my, you
2 know, upper management to make that decision, but you know, we
3 were responding to each one of these indications, so we were
4 addressing each one as it, you know, was coming in.

5 Q. Okay. Thank you.

6 MR. CHHATRE: Okay. Anybody have any follow-up questions?

7 MR. BAKER: I have a follow-up question.

8 MR. CHHATRE: Go ahead, go ahead.

9 BY MR. BAKER:

10 Q. Captain Baker, Dallas Fire and Hazmat. The 3531 approximate
11 pressure test on the house line to the customer, how was that
12 arbitrarily chosen or is there an SOP that you went by to test
13 that particular address?

14 A. The technicians, as they were, you know, checking readings
15 going towards the customer's property, the house, and that's where
16 one of them was detected. So they found that as they were
17 investigating, you know, going up to the customer's property.

18 Q. And did they notify that customer?

19 A. I believe so, yes.

20 Q. Okay. And what happened to those customers? Were they
21 evacuated --

22 A. No, no --

23 Q. Were they left there?

24 A. Yes, they were left in place.

25 Q. Okay. No further questions.

1 MR. CHHATRE: You have any questions?

2 BY MR. McDILL:

3 Q. John McDill, Atmos Energy, just to clarify, because we've
4 covered a lot of ground -- just making sure I was clear -- we --
5 through activities, we discovered a leak at 3515 Durango. At
6 35 -- my apologies -- at 3519 Durango?

7 A. Correct.

8 Q. And we were -- replaced the service line prior to your
9 departure?

10 A. Correct.

11 Q. We also discovered on the leak survey a leak on the customer
12 piping at 3531 Durango, and we shut off that gas service, correct?

13 A. That's an approximate for me.

14 Q. Right. Okay.

15 A. Yeah.

16 Q. From what you know --

17 A. Yeah.

18 Q. Okay. So that was the only indication of leaks that you know
19 of that we had in that alleyway between Larga and El Centro?

20 A. There was the excavation. It even says it right here. Grade
21 2 underground for us, on this right here, on this main --

22 MR. CHHATRE: On main?

23 MR. SANCHEZ: On the main.

24 MR. CHHATRE: Okay.

25 BY MR. McDILL:

1 Q. Okay. Thank you. Okay. And then you described a scenario
2 of another -- of some additional leaks around the area. I'm
3 not -- you know, I've become more familiar with the area, but I
4 mean some of these, I don't know if you know is it separated by
5 number of blocks or kind of relative proximity?

6 A. Oh, how they were spaced?

7 Q. Yes, when (indiscernible) yeah, you know, kind of
8 (indiscernible) I mean -- you mentioned one earlier at Marsh?

9 A. Um-hum.

10 Q. And --

11 A. That was about a block away. So this is El Centro. It was
12 at Marsh right at -- as you're going into the alley.

13 Q. Okay.

14 A. I believe it's the same alley, too. I'm not --

15 Q. Okay. So they're some distance away from these --

16 A. Yeah.

17 Q. -- three or four different --

18 A. Right.

19 Q. -- events that required a response by the construction crews?

20 A. Correct.

21 Q. Okay. Thank you for clarifying.

22 MR. CHHATRE: Okay. If not, thank you so much. And we
23 almost took 3 hours.

24 MR. SANCHEZ: Oh, my.

25 MR. CHHATRE: I appreciate your time.

1 MR. SANCHEZ: Sure.

2 MR. CHHATRE: And your cooperation.

3 MR. SANCHEZ: Yes, sir.

4 MR. CHHATRE: It certainly helps.

5 MR. SANCHEZ: Yes, sir.

6 MR. CHHATRE: Thanks again. Off the record.

7 (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 Salvador Sanchez

ACCIDENT NO.: PLD18FR002

PLACE: Dallas, Texas

DATE: March 4, 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.



Danielle S. VanRiper
Transcriber