UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

Investigation of:	*	
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PIPELINE LEAK OFF THE LOUSIANA	*	
COAST IN THE GULF OF MEXICO	*	Accident No.: PLD24FR001
ON NOVEMBER 16, 2023	*	
	*	

Interview of: MARY TRAN, Director of SCADA Operations
Lighthouse Midstream Services

Third Coast Operations Center
Houston, Texas

Saturday,
November 18, 2023

APPEARANCES:

DR. STEPHEN JENNER, Ph.D., Investigator
National Transportation Safety Board

KAREN BUTLER, Operations Supervisor
Pipeline and Hazardous Materials Safety Administration
(PHMSA)

BUDDY GRAY, President
Lighthouse Midstream Services

JOSEPH EISERT, ESQ.
King & Spalding, LLP
(On behalf of MPOG and Ms. Tran)

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I N T E R V I E W

(2:35 p.m.)

DR. JENNER: Okay, we are on the record.

Good afternoon today is November 18th, 2023. The time is 2:35 p.m. Central Time. My name is Stephen Jenner and I'm an investigator with the National Transportation Safety Board. We are currently at the Third Coast operations control center in Houston, Texas. Today we are conducting an interview regarding the pipeline incident in the Gulf of Mexico on November 16th, 2023.

So, let's first go around the room and we'll introduce ourselves and again, please state your name and spelling, and your title, and who you're with. My name -- again, I'm Stephen Jenner, S T E P H E N J E N N E R, an investigator with the NTSB. We'll go to my right.

MS. BUTLER: Karen Butler, K A R E N B U T L E R, I'm an operations supervisor with PHMSA and that is Pipeline and Hazardous Material Safety Administration.

MR. EISERT: My name is Joe Eisert, last name is E I S E R T, I'm a partner with King and Spalding, S P A L D I N G, LLP, which is a law firm, and I'm outside counsel for Third Coast.

DR. JENNER: Mary?

MS. TRAN: My name is Mary Tran, M A R Y T R A N, I'm the director of SCADA operations at Lighthouse Midstream Services.

MR. GRAY: My name is Buddy Gray, B U D D Y G R A Y,

president of Lighthouse Midstream Services that oversees the control room.

DR. JENNER: Very good, thank you.

INTERVIEW OF MARY TRAN

BY DR. JENNER:

Q. Mary, you're at a remote location and we are talking to you by Teams. So, if you would, let's just start off -- could you just tell us a little bit about your background, your training experience, and previous jobs in the industry you made it up to your current position?

A. Okay, my degree is in electrical engineering and my first standard job out of college was with an electric SCADA system. It was an in-house SCADA system. Then I was asked to support a gas system. Then after that, I moved from Ohio to Texas and then worked at another gas SCADA system at ALON (ph.) and then after that, I went and worked with a crude pipeline at El Paso Corporation and then I started at Midstream. So, my background has been all SCADA since I graduated from college.

Q. And how long have you been in your current position here?

A. Current position, October 30th would've been my fifth year, so I'm going into my sixth year here.

Q. -- years and have you been in your same position -- has it changed at all in five years or do you -- been steady in your position?

A. My title has changed, but I'm still doing the same role in my

group where I'm a working supervisor -- working manager.
Q. Okay, can you tell us about what your daily activities -- what are your responsibilities?
A. I'm part of about four team members where we provide a status report either we add a new pipeline to the system if we require a new pipeline or we add a new RTU to the existing system or we do an RTU replacement. We troubleshoot issues with problems on the field, we troubleshoot any data that's not communicating correctly, (indiscernible) that work correctly with and we troubleshoot those issues. We also troubleshoot measurement issues that are reported to us and any poling issues.
Q. Okay.
A. And we also build new screens and configure alarms and configure set points when necessary.
Q. Thank you. We got a brief tour of the control room here and my understanding is that there's some changes going on with the control desk, maybe there's some updates. Is that right?
A. Yes, we are converting the current SCADA system to Geo SCADA. The current SCADA system is (indiscernible) and the SCADA system is called Geo SCADA.
Q. Okay, what is the update -- what sort of improvements does that provide?
A. That will allow us to bring the SCADA support in house and also it will provide us to -- allow us to display the com information, the IT imported information to help the technician

troubleshoot the com issues a lot quicker. It's also -- allow us to enhance the SCADA system in a more timely manner instead of having to go through a vendor.

Q. So, the big change is from -- transitioning from a vendor to make it all in house?

A. Yes.

Q. And when do you expect that change to be completed?

A. We are hoping to complete the transition from (indiscernible) to Geo SCADA first quarter or second quarter of 2024. We are close to completing the transition for OCC One pipelines. But for every pipeline, it's going to be first quarter or second quarter of next year.

Q. Okay, you gave us some information about your background and right out of school, you started working with SCADAs, what year was that?

A. I graduated in 1989.

Q. Okay.

A. And my first job is with an in-house SCADA system -- electric SCADA system.

Q. So, around --

A. And I work with this for ten years.

Q. Okay, so around 1989, 1990 was your first SCADA experience?

A. Yes.

Q. Okay, I asked that because your background says you have experience with a lot of different systems. Just in general, how

does the SCADA system here compare to some of the others that you've worked at in terms of its sophistication, its ease of operating, all things that you look for?

A. Well, for the base of functionality, it's the same. It has, you know, a display system, an alarm system, a way to set up a control, a history database, a real-time database. The difference with this system is a little -- it's easier to implement but it's a little bit harder to maintain, so -- probably because we have to go through the developer of this application -- the writer of this application for certain (indiscernible).

Q. Have you worked at a SCADA -- any previous SCADAs you've worked at have any type of CPM leak detection system?

A. At Summit, we were -- they didn't implement it while I was there, but they did have -- they were working with Atlas Company, the leak detection company to implement the leak detection at that company. But I wasn't there; I had already left the company when they implemented that.

Q. Got it. What are your thoughts about -- in general about leak detection systems? It seems like some properties have them and some don't. Where do you stand on that?

A. Well, what I notice is that the smaller companies, they don't have the money to spend on that, like Atlas, because it's so expensive. So, they do the system (indiscernible), where they do the net calculations between the system -- the delivery totals and the receipt totals but it's like it is in the apps and -- or they

do a short calculation.
Q. Right, and what do you -- for this system here, do you think it would provide added value if they had a leak detection system or do you see that it wouldn't be an improvement?
A. They will probably improve, but as of right now, we're just doing the net calculations of our total deliveries and total receipts. Right now on that -- on the (indiscernible) system.
Q. Okay, are you involved in -- there's a designated alarm screen, are you involved in the development of that aspect of the system?
A. We -- the whole team is actually involved with that because we have to be on call 24-seven so if there's a big problem with the alarm -- I mean with anything on the SCADA system, actually, we will get a call. But the whole team is helping with the alarm screen, so they can report it.
Q. Okay, no I've heard -- I haven't heard it here, the term used, but I've heard it on other properties, the term nuisance alarms. Have you heard of that term?
A. Yes, I do.
Q. Right, and that's something that others have had to deal with however they can. Is that an issue here of SCADA operators that that's a problem here? If so, how have you addressed that?
A. For the nuisance alarms where we can put a delay on the alarm unless the alarm condition is (indiscernible) for some period of time, then we don't edit that alarm. So, if there's something

going in and out and in and out, if it doesn't stay for -- you know, for 30 seconds or for a minute, then we don't generate that alarm, so we put a delay on it.

Q. Okay.

A. So, that way there's no -- the alarms are not going in and out on the alarm screen and it's going to clutter their alarm screen.

Q. Okay, is there any type of procedure to audit the alarms every so many years just to sort of go back and see how things are doing and if there could be areas that could be improved?

A. I know our field managers, they do the alarm reviews one a month for each pipeline and then they also do a yearly review of all the alarms to make sure that if you have a point that's not coordinated with an alarm, it doesn't need to be enabled. They'll work with the field supervisors to make sure the current alarm parameters are correct and if they need to be adjusted, then they adjust it at that time. They also look at the alarms that are -- we have a report that shows the alarms that come in all the time and the total count for each alarm and they look at that to see if they can work with the field to improve that alarm count. So, that way, it doesn't clutter the alarm screen for the controllers.

Q. Right, how do you guys -- how do you think it's going here in terms of the review of alarms? Are there changes that are made after the yearly review or is it pretty consistent?

A. I'm not part of the review. You have to talk to the CRM manager. He's involved with that. But as far as I can tell, the number of alarms that are on the alarm screen have been reduce because of this -- these alarm reviews that are being done monthly and yearly.

Q. And did I hear that you were not involved in the monthly reviews either?

A. No, I'm not involved. The SCADA team is not involved with the reviews; it's the alarm manager and the control room and if necessary, the air supervisor.

Q. When you upgrade the system like you're doing now, how do you keep up with, like, the most modern technology, the most -- how other companies are handling their SCADA systems? Is there a way that you communicate with each other? How do you learn what the ideal system is?

A. Well, with the current and new SCADA systems, we have other companies who are using or who have upgraded their systems to Geo SCADA. So, we've talked to those people just to get an idea of, like, I'll tell you what I need to or what did I like about that system and then learn the proper training and the (indiscernible) of this -- you learn the good and the bad of this system.

Q. Do you receive feedback from SCADA operators to help you make decisions about what sort of revisions you make? For instance, do you get feedback about the colors, or the size of the font, or where the screens are placed? Anything like that?

A. Yeah, when we design the screen, we design the screens based on (indiscernible) and yeah, make sure the displays -- the font setting is the same from one compound to the next, the screens have the same look and the same layout, and, like, a crisper setpoint. The setpoints are in the same locations, so it's easier for training purposes. But we do -- we actually -- we built this new space on the controllers' input. They work on -- they work with us on the screen designs and we build it to make sure that we -- that the space meets (indiscernible) standards.

Q. Okay, so if I get --

A. So, the SCADA system doesn't build the screen from scratch. We actually work with the OCC to come up with the screen and then from that, we build the screens, and then we turn it over to them, and they give us anything they think needs to be revised or needs to be deleted.

Q. Okay, if I get the terms right, it's the OCC One that has been upgraded so far?

A. Not every pipeline, but a lot of pipelines have been upgraded to Geo SCADA.

Q. Right, have you received feedback from the SCADA operators about what they think?

A. Yes, actually, they gave me an enhancement list already. But right now, we are focusing on converting over the current features and then add the new features in the future as a phase two or phase three. We are focusing on anything that is considered a

showstopper from coming over and then focusing on the wants. So, we are focusing on the musts first and then doing the wants later.
Q. Okay, I don't know if you can answer this question. If a controller is trying to diagnose a potential incident, are there any particular screens that they reference to give them the data that we're looking for? I saw they're 16 to 20 screens on the older system?
A. They can look at the alarm history and they can look at the data history to diagnose a problem.
Q. So, just a couple screens can get enough information that they need to diagnose a problem?
A. Well, a difference would come and then they would have to pull more than one tag, right? So, they may have to pull three, or four, or five, or ten tags, and then they take that data to analyze what the problem is.
Q. Okay.
A. And it depends on the situation. Sometimes they will contact SCADA and we (indiscernible) all that data for them so they can analyze that date. So, they don't have to get there and do it one at a time -- one tag at a time.
Q. Right, and in terms of alarms, the presentation of alarms, I think I heard that it's both visual and audible alerts with alarms and I also saw different colors?
A. Yes, we designed the alarms for controllers who are also color blind. So, it's not only color, but also shape and then the

numbers, so they can see okay a one is a critical one. If they get to the red color, but they see a one and the shape that they know is a critical alarm and they see a two, they know is a higher alarm, a few is a low alarm, and four is an alarm. So, we gave them two colors and also the shape and numbers.

Q. Right, so when an alarm comes on the screen, does it initially flash?

A. Yes, for a critical alarms, they will hear an audible. For all alarms, they will see a blinking, that means it's a newer alarm that comes in, and then once they acknowledge the alarm, it will stop blinking. So, they will see the alarm on the alarm screen, and also on the overview screen, or on the detail screen where that point is lit up.

Q. Okay, so once they acknowledge an alarm, what happens to it?

A. It depends, if the alarm condition is still true, it will stay on the alarm screen and it will return to normal and then we will remove the alarm screen.

Q. Okay, I --

A. Oh, and once acknowledged, the blinking stops. The blinking of that alarms stops and lets them know that they want to stay acknowledged.

DR. JENNER: Got it, thank you. I think those are the questions I have.

MS. TRAN: Okay.

DR. JENNER: We're going to move it on to Karen at this

point.

MS. BUTLER: Okay, all right --

DR. JENNER: Thank you.

BY MS. BUTLER:

Q. Thanks so much. I have some questions about a document, which I hope you have with you. Any --

A. Do you know who sent the document because I -- usually the SCADA -- do you see it on there? If the SCADA is cc'd on it, I should have it in my inbox.

MR. GRAY: So, Mary, did you -- at 2:27, I emailed you -- it's a forward titled MPOG_alarms.xlsx in the subject line and the attachment is a MPOG_alarms. Do you have that email?

MS. TRAN: Oh, okay. I was sorting by the from instead of by the received.

MR. GRAY: Got you, and this is also known as Document Five and that's on hard copy.

MS. TRAN: Five, yes.

MR. GRAY: Okay.

MS. TRAN: Okay, so I have -- I opened up the inpog alarms spreadsheet.

MR. GRAY: Okay, so let me -- before Karen gets into that, so you know, the third column, the alarm time CST, that was added by Gilbert so that it would equate to the Central Time Zone for purposes of following the log.

DR. JENNER: Can you ask if she (indiscernible)?

BY MS. BUTLER: Yeah.

DR. JENNER: (Indiscernible).

MS. TRAN: Okay, third column.

MR. GRAY: Titled Alarm Time CST.

MS. BUTLER: CST because Standard Central Time, you have to get us mid-westerners.

MR. GRAY: I just -- I don't want you to see that and then thing that's, you know, not in the data set or -- that you knew of.

Do you see that column?

MS. TRAN: I just see --

MR. GRAY: Oh, hang on.

MS. TRAN: No, my file doesn't have that column.

MR. GRAY: No, I see that now. Hang on one second. He might've taken this and started -- okay.

MS. BUTLER: So, she doesn't have it?

MR. GRAY: She doesn't have -- she has the file.

MS. BUTLER: Uh huh.

MR. GRAY: I know what he -- he would've added this, edited it, tabloided it up, printed it.

MS. BUTLER: Got you.

MR. GRAY: But that's not what he has shared.

MS. BUTLER: Got you, okay.

MS. TRAN: So, is this just subtracting -- I mean just converting to Central Time as if -- this hour is five hours so you

can't even stay in the same time zone?

MS. BUTLER: Yeah.

MR. GRAY: Correct.

MS. TRAN: Okay.

MR. GRAY: Do you all want -- do you want to proceed for a minute to see if this works with diffusion or do you want me to go ask Gilbert?

MS. BUTLER: I think we'll be okay.

MR. GRAY: Okay.

MS. BUTLER: I'm guessing that we can talk to -- with her background of field and she's going to be able to give us some idea of whether she can see and explain and if not, we will regroup.

MR. GRAY: Yeah, we can --

MS. BUTLER: How's that?

MR. GRAY: Okay, that sounds good.

BY MS. BUTLER:

Q. Does that sound all right, Mary?

A. Yep, that sounds -- you can tell me, like, which row you're on and I can just follow it.

Q. Okay. All right, so to start off with, can we just ask you a simple question, have you been involved at all with looking into what happened, yet, on November 15th and 16th conceivably?

A. No, my team has been pulling all the data and I knew there was an incident (indiscernible) from the data, but I haven’t been

looking at the data that was --

Q. Okay, do you know if any of your team members have been directly involved in kind of part of a root cause analysis or a failure review?

A. No, they have been only providing data of history or long history data to -- yeah, to (indiscernible).

Q. Okay, so they -- we've kept them busy with data requests is what you're telling us I think along with other people internally, I'm sure?

A. Yeah.

Q. Okay, so to start off with, I'm just going to ask you some basic questions around Document Five, but I'll talk to -- specifically enough that we can get to the same point and if I don't, I know you will help me clarify it in a way where -- what it is that you don't understand. So, what I'm going to start off with is the tag and I think the lead in to the tag is the PLC identifier itself. Is that correct? Like, I've got --

A. Yes --

Q. Go ahead.

A. Yes, so our tag name has three parts, the tag prefix, the tag title, and the tag suffix. So, the tag prefix is the name of the yard team -- the field we -- the name that we called the field device that we pull.

Q. Okay, so on --

A. And then --

Q. Go ahead, I'm sorry.
A. No, go ahead, Karen?
Q. Just a time delay between us. So -- I'll get it down. The more we talk, I'm figuring it out. So, for the main pass oil gathering system, which is what we're looking at in Document Five. Are there only two PLCs involved or am I -- is there more than that and I just didn't look at it correctly? Like, I'm seeing 225 and I'm seeing 69?
A. Let me -- give me a second here and I can tell you how many PLCs we have in the system.
Q. That'd be great.
A. Because I know (indiscernible) but I can tell you about where (indiscernible). So, we have -- actually, we have there are four -- there are MC127 PLC.
Q. Okay.
A. MT225 PLC.
Q. Okay.
A. MT281 PLC.
Q. Okay.
A. MT69 PLC.
Q. Okay.
A. And VK8 23 PLC, so we have five.
Q. Okay. All right, so could you repeat those numbers slowly for me because I couldn't catch them all. 127, I believe I heard?
A. Okay, so -- yeah, so MC127, MT225, MT281.

Q. 281, okay.
A. MT69.
Q. Okay, that makes more sense. I heard it wrong, okay.
A. Then VK823.
Q. What -- VK?
A. Yeah, VK.
Q. And that was 823, is that right?
A. Yeah, that is correct.
Q. Okay. All right, so we've got five PLCs total. All right, and so when we're looking at our Document Five, on the evening of the event, it appears that we've only got two PLCs associated with commands or alarms. Is that -- you can probably do a searcher on organization. Maybe there's -- I'm seeing 225 and 69 as a general rule?
A. That's probably during that time period that was requested for that date. Yeah, so I --
Q. Okay.
A. Let me look to see was it from the 15th to the 16th?
Q. This was -- the first timestamp we've got is 11-16 at 12:02 a.m. and then --
MR. GRAY: That's usually C.
MS. BUTLER: Oh, yeah, I'm sorry.
BY MS. BUTLER:
Q. Correct -- let me correct, 11-15, that makes more sense, I apologize, at 6:02 and that's p.m., yes. So, we took everything

on the evening shift, that's what we requested to 11-16 at 5:38 a.m. So, it's everything in the evening of the 15th going into the morning of the 16th.

MS. BUTLER: Thank you for putting me in the --

MS. TRAN: Okay, so it looks like to me on this spreadsheet it includes not only the alarms, but also the setpoints that were being set during that time.

BY MS. BUTLER:

Q. Yes, so we had asked for alarms and events, so I think we got both and --

A. Okay.

Q. Thank you for clarifying that. I should've stated that. So, there's a couple things on here in other columns that I don't quite understand and I need your help to get to?

A. Okay.

Q. I totally understand the tag value, I think I've got that. I understand the information, it's very self-explanatory. I thank you for that, whoever put those sub information in or descriptors; that's -- those are very clear. When I get to the acknowledged user ID, there's a couple things in here that say null and is that because of some particular function within the system? Like, if you -- go ahead?

A. Yeah, the user ID only is displayed when the controller acknowledges that alarm. So, if you have a new alarm that comes in and is returned to normal, it -- there's no acknowledgement ID

in that -- for that event -- I mean for that alarm event.

MS. BUTLER: So, what confuses me just a bit is -- so, the first one that I'm seeing that appears to be pressure related comes in at 450 value, low limit exceeded, and it's 11-15-23 at 7:21 p.m. Can you take a look at that line for me?

MR. GRAY: She's going to have a different sort.

MS. BUTLER: Okay.

MS. TRAN: What?

MR. GRAY: Hang on, let me -- you didn't sort at all, did you, Mary? I'll find --

MS. TRAN: Yeah, I did not sort it.

MR. GRAY: Okay, let me --

Give me one second, Karen.

MS. BUTLER: No problem.

MS. TRAN: Would it be better if I shared my screen?

MR. GRAY: I think that might actually make it more difficult because then she's going to be looking up and down at a spreadsheet here. So, if you look at line item 79 -- row 79.

MS. TRAN: 79, okay.

MR. GRAY: Hang on. ATC --

MS. TRAN: Okay.

MR. GRAY: Hang on. Actually, go to 109.

MS. TRAN: 109, okay.

MR. GRAY: So, the UTC time there you show should be 11-16-23 at 1:21 a.m.?

MS. TRAN: Okay.

MR. GRAY: Okay, so then --

All right, Karen, do you want to ask your question?

BY MS. BUTLER:

Q. Yeah, so I'm just -- I think I understand the first column, but I don't understand the second. So, the first thing when I'm going over from a low limit exceeded of 450 and it says the acknowledged user ID is null, I would take it because the user hasn't acknowledged at that time?

A. Yes, so row 109 where it says null, it is -- that's a brand new alarm that was generated.

Q. Yes, so then when I cross to the next line and I get a priority of two, that would mean to me, since we appear to have four priorities, that this is not the highest priority, but it's next to the highest priority. Is that accurate?

A. Yes, this is a high priority.

Q. Okay, so it's this next part that I'm confused by. When it has an alarm and it says NA versus the computer name of Steam Con (ph.) -- what is that, a three? Steam Con -- so -- go ahead?

A. Yes, the computer name will be displayed when the controller acknowledges it. It tells us where it's -- the alarm from -- from what PC. So, that PC name is (indiscernible).

Q. So, what's bugging me a little bit is do you see how Steam Con B, when it has a value in it, when I look to the desk, it's null. But when I have an alarm, the computer name is N/A, but the

desk is OCC Two. So, why is that null on the desk for Steam Con Three and then it reverses and I get NA on the computer name versus the desk OCC Two.

A. So, the Steam Con Three is the PC name and the OCC One and OCC Two is the alarm entry. So, I don't know -- the layout in the control room, do you have a console for one and a console for two?

Q. Yeah.

A. Yes, so the OCC One tells me that is on the console two alarm entry.

Q. Uh huh.

A. The C Three is the PC name where Steam is running from.

Q. Yeah, so I'm trying to figure out why isn't there a PC name associated with an alarm entry regardless of who receives it and regardless of who acknowledges it, so which console it goes to and who acknowledges it. Why doesn't it have the computer name because it's being hosted somewhere?

A. The -- Steam's data system, it will only record the PC name when the controller acknowledges that alarm.

Q. Okay, so it's just a function of its alarm programming, is that accurate?

A. Yes, it's a function of the Steam alarm system.

Q. Okay, all right.

A. So, if it's a brand-new alarm, it does not display any of the PC.

Q. Yeah.

A. It only displays the PC name when an action is taken by the controller or in this case, he acknowledges the alarm.
Q. Okay, all right.
A. Or (indiscernible).
MS. BUTLER: Okay, and similarly, is there a reason when I'm changing a setpoint -- for example, the very first entry for us, which is occurring at 6:02 p.m. --
Which I know is a different line for her, right?
MR. GRAY: I'll find it. Keep going through your questions, though, I'll find it.
BY MS. BUTLER:
Q. It has a setpoint change by one from Caesar (ph.), right, and he acknowledges that setpoint change, so he's entered the value, he acknowledges that that's the right value, it tells me that it's processing that through Steam Con B, but why is the desk null? Why does it have to --
A. That --
Q. Go ahead.
A. Yeah, the desk only -- it's only tied to the alarms. So, this -- in this case, it's a setpoint control tag and it's not an alarm tag, so it doesn't have an associated desk.
Q. And it -- again, that's the same way, it's just how it's set up in Steam?
A. Yes, this is a function of the Steam SCADA system.
Q. Okay.

A. It's -- the desk is only associated with the alarms. So, if the point in the tag is not an alarm point, then there's no desk associated with it.

Q. That would seem just a bit precarious in that conceivably, you could be working from a different console and executing setpoints. But I understand you can still track it back. Okay, so can you explain to me a little bit about what the SCADA pressure high high 910 reset command is? That one is 11-15 at 7:21. At least that's --

A. That's --

Q. Go ahead.

A. That's the prediction for the pressure transmitter out in the field.

Q. Uh huh.

A. Yeah, so this point is tied to the pressure transmitter, PT 10 for pressure transmitter, and this 910 is the label for that pressure transmitter.

MS. BUTLER: Yeah, I'm trying to figure out why -- I guess that's the line above it, wasn't it. Why is that considered a reset? It's -- yeah, I'm just to find -- it's actually the line above it -- it's 602, still, but it's -- it just looks at SCADA PS high high 910 reset.

MR. GRAY: Yeah, and --

And hang on one second, Mary, so I can just get this same line.

Which one are you?

MS. BUTLER: So, I'm here and you're --

MR. GRAY: No, sorry, is it that one right there, right below there?

MS. BUTLER: Yeah.

MR. GRAY: Okay, so that's UTC 11-16 12:02 and that is NP69 crude PLC.

MS. BUTLER: Yeah, because see here, he's setting a setpoint and over here, it says reset command.

MR. GRAY: Yep, okay, so SPT SCADA reset PS --

MS. BUTLER: And I understand, but we haven't had any reset commands prior to that and we've been changing setpoints. So, something's different about that.

MR. GRAY: 10-16-22 --

You want to go look at row 128, Mary.

MS. TRAN: 128, okay.

MS. BUTLER: Something's different about that point. Happening at --

MS. TRAN: Oh, this is a different setpoint. So, if you're looking at part A in column A, it's a set (indiscernible).

BY MS. BUTLER:

Q. Yeah, so he's a different -- he's setting something different. I'm trying to figure out why -- am I actually setting a reset value that does something? Do you know what that does because it -- since it uses the word reset and it's a command

function, I'm resetting something on the high side for that 910? The reason that I've got to get this squared is because we have a pipeline pressure below. Even though it's on the low side, I want to make sure I know what was happening with that point?

A. This is probably a better question to ask someone in the control room.

Q. Okay, fair enough.

A. Yeah, because -- yeah, we just set the setpoint configuration and, you know, we -- yeah, we just set up for them and then they just set a zero or a one.

Q. Yeah.

A. Yeah, but I don’t know when they do the reset and the reason why they do the reset.

Q. Okay, we'll ask that of people that would know and get that clarification, okay, because that’s on that VK 920 -- or 823, so that’s a different point at the end of the system that would be critical to us to understand. Okay, so I think as I was looking through this, there's not a lot of other things that weren’t clear. Maybe telling me what you're using in your alarm state? Have I got -- like 13, 14, is that some binary conversion or something that’s going on?

A. Yes, there a test descriptor for each alarm state. I can give you that information. Unfortunately, that’s not in a table anywhere, so we can priority it.

Q. Okay.

A. We have -- yeah, the vendor has a list of the numerical values for each.
Q. Okay.
A. If you need that information, I can provide that to you.
Q. If you can just get that list, that'd be great.
A. Now, do you want the alarm state?
Q. Yes, the alarm state. So, what 13's telling me, what a five is telling me?
A. Okay.
MR. GRAY: Yes, alarm state ID and alarm state description, is that what you're requesting?
MS. BUTLER: Yes, the alarm -- yeah, all I've got is alarm state, yeah,
MR. GRAY: Right, so if she gave you a table that had these numeric number and then a description --
MS. BUTLER: And what it was, that would be perfect.
MR. GRAY: You would be good?
MS. BUTLER: Yep.
MR. GRAY: Okay.
And then, Mary, any of the data requests, if you'll route to me, we're just trying to make sure we're documenting everything that goes over to them, thus why we're calling this doc five. So, just send those back to me, please?
MS. TRAN: Okay, and then you said you will send it to Karen?
MR. GRAY: Yes, I'll get it out to everybody and make sure we

label it.

MS. BUTLER: Yeah, because I think everything else, when I'm looking through here -- reset, acknowledged -- I mean, it's a quick scan. But I'm not seeing any other function. We've explained all these versus NAs I think. I'll go back through it. Then we've got this reset again. So, understanding that function is going to be important because it's happening at the same location.

BY MS. BUTLER:

Q. Equilon (ph.) 3305, where is that? It's --

A. Equilon 3305?

MS. BUTLER: Yeah, where is that location?

MR. GRAY: So, you would find it on tag NP69 crude PLC_BLV, so about 305.

MS. TRAN: Can you tell me what row?

MR. GRAY: Yeah, sorry.

MS. TRAN: Valve 305, okay, I --

MR. GRAY: Yeah, if you'll just look by tag find the valve 305 because I think she's looking at just a few different rows. But she's just trying to understand the tag description, which is crude valve equilon 305.

Close command, is that the tag description in particular?

MS. BUTLER: Yeah, that’s exactly what I'm trying to figure out.

MR. GRAY: Okay.

MS. BUTLER: Because we've done a setpoint change, but now we have this close command.

MR. GRAY: So --

MS. TRAN: Yeah, so --

MR. GRAY: Go ahead.

MS. TRAN: I'm looking at row 60?

MR. GRAY: Yep, that’s it.

MS. TRAN: I'm looking at row 60 and that is a close setpoint command -- I'm sorry, command to close a valve.

MS. BUTLER: Yeah.

MS. TRAN: A setpoint command to close a valve.

MS. BUTLER: Where --

MS. TRAN: And the valve is called equilon 305.

MS. BUTLER: Do we know where that valve is?

MS. TRAN: And it's -- I'm sorry, Karen?

MS. BUTLER: Do we know where that valve is, equilon 305?

MR. GRAY: I can't speak to that.

Mary, do you feel comfortable speaking to that or do we need to take that to the control desk?

MS. TRAN: To the control desk or to the field.

MR. GRAY: Okay.

MS. BUTLER: Okay, all right.

MR. GRAY: I would be guessing off of the information right in front of here.

BY MS. BUTLER:

Q. Okay, I think this is similar. So, once we understand the one, we understand the other. Yeah, this is just -- everything's low, okay. I think I'm good. The only other element, when you go about getting changes and you said you had to go through a vendor to accomplish your SCADA changes, who's the vendor for Steam?

A. Spotlight Systems.

Q. Spotlight Systems, okay.

A. Yes.

MS. BUTLER: Okay, I'm good, I think.

DR. JENNER: Okay, thanks, Karen.

Buddy, you have an opportunity to ask questions.

MR. GRAY: Mary, thank you for being on the call. I don't have any questions. I know the project she's working on.

DR. JENNER:

BY MR. GRAY:

Q. So, I don't really -- and I mean, I guess just for the record piece, the SCADA system that is for MPOG is Steam or is it Geo SCADA?

A. It's still Steam.

MR. GRAY: Okay, so that's it for that clarification.

MS. BUTLER: I think one.

MR. GRAY: I'm good.

DR. JENNER: Okay, do you have any follow up questions?

MS. BUTLER: Maybe two and that's it.

DR. JENNER: Okay, you go ahead.

Karen will ask some more questions.

BY MS. BUTLER:

Q. Just to clean up two other issues regarding things you would get called out for -- or clarifications to a prior note. So, the first one would be do you know if anybody was called on your team to check into flow values on the night of November 15th?

A. No, the person who was on call did not get a call.

Q. Okay, so is it common for you to have or be aware of when you're looking through elements about SCADA function to have this daily logger stopping and then restarting?

A. What do you mean by daily logger stopping and restarting?

MS. BUTLER: It just says where the controllers are entering notes about what happens on the SCADA system and I don’t know if she functions with that at all or not?

MR. GRAY: She -- no, the logger -- wait, why don’t we handle it through --

MS. TRAN: Is it a (indiscernible)?

MR. GRAY: Mary, does your team do anything with the controller's daily logger?

MS. TRAN: No.

MR. GRAY: No?

MS. TRAN: I've got a list of the teams with --

MR. GRAY: Gilbert?

MS. TRAN: I believe that goes to GP.

MR. GRAY: Yeah, okay.

MS. BUTLER: So, what division is that?

MR. GRAY: So, Gilbert Matello (ph.), who was in here earlier.

MS. BUTLER: Okay, I didn't track that.

MR. GRAY: Yeah, sorry, but it's not Mary's team, so she can't speak to that comment.

DR. JENNER: Okay.

MS. BUTLER: Okay, got you. So, that's here, all right.

BY MS. BUTLER:

Q. And then one more, Mary, do you get complaints about MOVs not functioning on valve controls or call outs?

A. Complaints from the controller or complaints from who?

Q. Yeah, so if it would be say this point for a valve control is not working, do they call you about that and then you dive into what's causing it not to work, whether it be communications? Or is that done independent of the SCADA group?

A. No, if a setpoint doesn't work, they will call us. They receive and we will diagnose.

Q. Okay.

A. So, we will -- if everything is configured correctly in terms of the register, then we will work with the technician to verify that the register hasn't changed out in the field and we will notify -- we will work with the technician until that setpoint is working correctly again.

MS. BUTLER: Okay, so that will be a follow-up data request

as to why it occurred on that night and they'll have to dive into it.

MS. TRAN: Yeah, any --

DR. JENNER: Okay.

MS. BUTLER: Yeah, okay.

All right, I think that's it because we'll clarify the MOV situation with the data request later so that you have time to research it.

DR. JENNER: Okay, anything else?

MR. GRAY: Excuse me, the data request, meaning making sure that we have the data field that you need as well as what sounded like a key that you were looking for?

MS. BUTLER: No, this -- that's a separate data request that we'll do. The one I was just talking about is on MOV malfunctions because there's three valves that did not activate when they hit close command. So, there'll be two aspects of that; one is if that's been a repeat issue, so if there's a history of those valves malfunctioning, and two what caused that on those nights. So, it might not be answered by SCADA, but it might be SCADA working with your field team.

MS. TRAN: Do you know which three valves that --

MS. BUTLER: They do have it, hang on, and I may be wrong with three -- it's three from memory. Can we -- it'll be cleared in our -- it will definitely be -- it's 301, 303, and 305, and there may be one other because I'm not really sure that I captured

all of it, but I think it's right there.

MR. GRAY: So, did you have a question for Mary out of that?

MS. BUTLER: No, we'll request that formally because you'll need time to -- if they didn't receive a call that night, they wouldn't have been asked to troubleshoot it.

MR. GRAY: Right.

MS. BUTLER: So, we'll have to ask what caused it behind the scenes.

MR. GRAY: Okay.

MS. BUTLER: So, it'll take time to do the homework.

DR. JENNER: Anything else?

MS. BUTLER: No.

DR. JENNER: Okay, Buddy, anything?

MR. GRAY: No other questions.

DR. JENNER: Okay, Joe, I'll give you an opportunity to if you think anything needs to be clarified at this point?

MR. EISERT: I do not.

DR. JENNER: Okay.

MR. EISERT: Thank you.

DR. JENNER: Very good.

Mary, I want to thank you for taking time away your time off. We appreciate that. sorry for the inconvenience, but we do appreciate you.

MS. TRAN: I'm sure everyone is working during the holidays.

DR. JENNER: Yeah, well, no, we're going to try to avoid

that. So, you being here today helps for us to avoid that, so we appreciate that.

MR. GRAY: Thank you, Mary.

DR. JENNER: Thank you very much and if you don't have any questions for us -- do you have any questions for us?

MS. TRAN: I do not. I will give Buddy the states for every numerical value and then he can forward it to you after this meeting.

MR. GRAY: Okay, but you'll also request that?

DR. JENNER: I will be forwarding it. We'll get it.

MR. GRAY: Thank you, Mary.

MS. BUTLER: Thank you.

MS. TRAN: Thank you, bye bye.

MS. BUTLER: Bye.

MR. EISERT: Bye.

MR. GRAY: Bye.

DR. JENNER: The time is 3:27. We're ending this interview.

(Whereupon, at 3:27 p.m., the interview was concluded.)

CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:	PIPELINE LEAK OFF THE LOUSIANA COAST THE IN GULF OF MEXICO ON NOVEMBER 16, 2023 Interview of Mary Tran
ACCIDENT NO.:	PLD24FR001
PLACE:	Houston, Texas
DATE:	November 18, 2023

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.

Carolyn Hanna
Transcriber