

Saratoga Springs, Utah  
Natural Gas Explosion  
February 06, 2007

## **Appendix # 9**

### **Timeline Processing of Emergency Call**

**BY**  
**Questar Gas Company**  
**On 02/06/2007**

Sequence	2/6/2007		Description	Source
1	12:59:23 pm	Bryan Gwynn	Receives phone call from customer – blowing line	Phone System – wave file
2	1:00 pm	Bryan Gwynn	Accesses online Line Damage Form	Customer Information System Line Damage Form
3	1:05 pm	Bryan Gwynn	Main line blowing (MLB) order issued – S/O (Service Order) # 1946	Customer Information System Line Damage Form
4	1:05:55 pm	Dispatch System	Order appears on dispatch workstation for manual dispatch	Mobile Workforce Management System
5	1:14:21 pm	Ron Hyer	Dispatcher manually dispatches order to Clint Cook	Mobile Workforce Management System
6	1:14:22 pm	Dispatch System	Page automatically generated and sent to Clint Cook notifying of emergency order #1946	Paging System
7	1:14:26 pm	Mobile System	Clint Cook receives emergency alert screen on mobile laptop	Mobile Workforce Management System
8	1:18:41 pm	Clint Cook	Acknowledges emergency alert on mobile laptop	Mobile Workforce Management System
9	1:22:00 pm	Clint Cook	Presses enroute on mobile laptop indicating he is enroute to the job	Mobile Workforce Management System
10	1:31:07	Clint Cook	Calls dispatcher (R. Hyer) – job requires a crew	Phone System – wave file
11	1:31:42	Ron Hyer	Pages Phil Ollerton to notify of MLB	Paging System
12	1:31:56 pm	Ron Hyer	Dispatcher manually removes S/O #1946 from Clint Cook	Mobile Workforce Management System
13	1:31:57 pm		Page automatically generated and sent to Clint Cook notifying removal of emergency order	Paging System

Attachment A

Logout  
Headdden,Stanna J

http://dopey/linedamage/damage\_list.php?emp\_rep=%&start\_date=2007-02-06&end\_date=2007-02-06

Today is April 5, 2007, 10:45 am

**LINE Damage Orders**

Start Date: 
 End Date: 
 Submit Today

11 Incidents

Enter Line Damage  
Line Damage

Id	Date	Call Time	Damage Time	Type	Questar Rep	Address	City	Time Sent	Status
1953	2007-02-06	18:04	18:04	SLB	Tolman, Lindsay Rae	3530 S 5200 W	West Valley Ct	18:07	Ok
1952	2007-02-06	17:52	17:52	MLB	Sorensen, Linda	5220 W 3550 S	West Valley	17:55	Ok
1951	2007-02-06	15:13	15:13	NOAD	Litzo, Scott C	689 E Old Farm Rd	Salt Lake City	15:14	Ok
1950	2007-02-06	15:01	15:01	SLB	Sieger, Susan K	12600 S 4000 W	Riverton	15:06	Ok
1949	2007-02-06	14:27	14:27	NOAD	Wariner, Marie H	850 N Hwy 138	Grantsville	14:31	Ok
1948	2007-02-06	13:54	13:54	NOAD	Taylor, Digna	Sunnyside and Guardsman Way	1580 E	13:55	Ok
1947	2007-02-06	13:06	13:06	NOAD	Decaria, Mex D	324 N 1660 E	St. George	13:09	Ok
1946	2007-02-06	13:00	13:00	MLB	Gwynn, Bryan D	773 W PRAIRE DOG WAY	SARATOGA	13:05	Ok
1945	2007-02-06	12:33	12:33	SLS	Malek, Janet	760 Canyon View Dr	St George	12:37	Ok
1944	2007-02-06	09:54	09:50	SLB	Mitchell, Stephanie L	7925 S Highland Dr	Sandy	09:57	Ok
1943	2007-02-06	08:18	08:18	NOAD	Mitchell, Stephanie L	1600 S 500 E	Orem	08:20	Ok

② Call time column is the time screen was accessed  
 ③ Time spent column is the time the order was issued

**UESTAR**

Today is March 28, 2007, 1:05 pm

Logout  
Headden, Stanna J

**Line Damage Orders**

2:1946

*Attachment B*

**Incident**

Date: 2007-02-06

Time of Call: 13:00

Time of Damage: 13:00

QGC Rep: Gwynn, Bryan D

*screen shot of  
data entered  
on order*

**Service Order Information**

Address of Damage:

73 W PRAIRIE DOG WAY

.ot

Street Coordinates:

690 N

City:

SARATOGA

Caller's Name:

ANDY PARRA

Caller's Phone:

801-688-6145

Damage Order Type:

MLB

Line Type:

Plastic

State:

UT

Zip:

84045

Line Size:

Unknown

Instructions:

Service Area:

SPRSRV

Subdivision:

SUNRISE MEADOW

**Damaging Party Information**

Company Name:

AND E CABLE

Company Phone:

801-688-6145

Damaging Person:

MANUEL ROBLES

Damaging Person's Phone:

801-999-9999

Blue Stakes No.:

NOT WHER

Back Hoe on Site?:

N

NUMBER	RECORDING TIME STAMP	RECEIVED DTTM	ASSIGNED DTTM	DISPATCH DTTM
00000000410285	02/06/2007 13:05:55	02/06/2007 13:05:55		
00000000410285	02/06/2007 13:14:21	02/06/2007 13:05:55		
00000000410285	02/06/2007 13:14:22	02/06/2007 13:05:55	02/06/2007 13:14:22	02/06/2007 13:14:21
00000000410285	02/06/2007 13:31:56	02/06/2007 13:05:55	02/06/2007 13:14:22	02/06/2007 13:14:21

FILE RECV DTTM	MBL EMERACK DTTM	ENROUTE DTTM	ONSITE DTTM	COMPLETION DTTM	CREW
02/06/2007 13:14:26	02/06/2007 13:18:41	02/06/2007 13:22:00		02/06/2007 13:14:21	
02/06/2007 13:14:26	02/06/2007 13:18:41	02/06/2007 13:22:00		02/06/2007 13:14:21	
				02/06/2007 13:31:56	03538
				02/06/2007 13:31:56	03538

REPORTED BY	FO	CMPL STATUS	FO	TRACK STATUS	DISPATCH STATUS	DISPATCHER	TRAVEL MINUTES
S			U				000
R			U				000
S			E	D	Server		000
R			E	D	Server		000

STARTED DTTM	DUE ON DTTM	SCHED FROM DTTM	SCHED END DTTM
02/06/2007 13:05:00	02/06/2007 14:05:00		
02/06/2007 13:05:00	02/06/2007 14:05:00	02/06/2007 13:14:00	02/06/2007 18:25:00
02/06/2007 13:05:00	02/06/2007 14:05:00	02/06/2007 13:14:00	02/06/2007 18:25:00
02/06/2007 13:05:00	02/06/2007 14:05:00		