

1 THE WITNESS: What was the question?

2 QUESTIONS BY MS. SCHRODER:

3 Q: Did you believe it was more important to  
4 turn off the gas or to evacuate first?

5 A: Turn it off.

6 Q: All right. And why?

7 A: I felt stopping the flow of gas, or trying  
8 to find where the gas was coming from, was -- was  
9 going to be more helpful, at that point in time that  
10 I was in that situation.

11 Q: All right. And I want to direct your  
12 attention for a minute to your CIS form, which I  
13 believe is Exhibit 2.

14 A: Exhibit 8.

15 Q: It is? I'm sorry.

16 All right. Directing your attention to page  
17 two of that -- I'm sorry, the second --

18 A: Yeah, I was just making sure that was mine.

19 MS. SCHRODER: Does -- Charles, does your  
20 Exhibit 8 have three pages?

21 MR. ELBERT: No. It's only two.

22 MS. SCHRODER: Okay. That was just what was  
23 concerning me, his has three pages and mine --

24 MR. ELBERT: That's just a blank page. I  
25 don't know where that came from.

1 QUESTIONS BY MS. SCHRODER:

2 Q: Okay. All right. There was some prior  
3 testimony -- yeah, I believe if you'll look at the  
4 second line of serviceman remarks and HSI, other  
5 comments, it says that you evacuated the home. Why  
6 did you write that on your CIS form?

7 A: After the job was completed, gas was  
8 restored, everybody was gone, I do my paperwork.  
9 When I wrote that up, you know, when I told -- when  
10 I requested the customers get -- be prepared to  
11 evacuate the home, at that point in time I was  
12 going -- in the process, I was going to evacuate the  
13 home if I couldn't control the situation that I was  
14 in, or the home was in. I wrote that down with that  
15 in my mind, that the house was going to be evacuated  
16 if I couldn't control the situation.

17 Q: All right. And --

18 A: And I would just like to say for the record,  
19 that it was an error. It was an error in this.

20 Q: Oh; all right. It wasn't an intentional --  
21 I'm sorry --

22 A: No, it wasn't -- it was an error. I didn't  
23 evacuate the home, I testified to that, but it was  
24 my intention that that was going to happen.

25 Q: All right. And when Mike Sisak -- Sisak --

1 A: Sisak.

2 Q: -- I'm sorry, Sisak, your supervisor came on  
3 December 19, 2006, did you -- did you tell him  
4 whether or not you evacuated?

5 A: When Mike Sisak arrived, the customers were  
6 in the home. I don't recall whether I told Mike I  
7 evacuated the customers or not. I think what I told  
8 Mike was, is after things settled down, you know, me  
9 and Mike had several calls between us and I think at  
10 one point I told Mike that the situation is safe and  
11 under control, and -- but for him to show up still.

12 Q: All right. You also got asked -- Going back  
13 to this phone call for a moment that you made to  
14 Kevin Patterson on December 19, 2006, you got asked  
15 whether this was Union business, this phone call  
16 that you made. Did you consider that to be Union  
17 business?

18 MR. ELBERT: Objection, that is leading.

19 THE WITNESS: No.

20 QUESTIONS BY MS. SCHRODER:

21 Q: Why not?

22 A: At that time it wasn't Union business in --  
23 and in my thought process, I was -- Again, I know  
24 I've gone over this, I was just notifying him of the  
25 situation so we wouldn't be accused of withholding

1       this type of information from anybody. It -- I  
2       didn't consider it to be Union business, no.

3           Q: All right. And did you hide from the  
4       Company that you had called Mr. Patterson on  
5       December 19, 2006?

6           A: No, I didn't.

7           Q: When did you first let Company management  
8       know that you told Kevin -- that you called Kevin  
9       Patterson that day?

10          MR. ELBERT: Objection, leading.

11          THE WITNESS: I let Mike Sisak know -- I  
12       might have even let him know on the telephone, I'm  
13       not positive, but I did tell him. I told Bill  
14       Klingemann, also, that I notified Kevin.

15       QUESTIONS BY MS. SCHRODER:

16          Q: And you mentioned Bill Klingemann before,  
17       but who is he?

18          A: Mr. Klingemann is in the -- works for  
19       Laclede Gas management and he's in the Claims  
20       Department.

21          Q: All right. And is he also management?

22          A: Yes.

23          Q: Okay. There was also a second telephone  
24       call to the Union that was reflected on Company  
25       Exhibit 6. Do you -- You've had some time to look

1 at this document and think about this. Do you have  
2 any explanation at all for how that may have  
3 occurred?

4 A: The second call to the hall?

5 Q: Yes.

6 A: I don't have an explanation. I don't  
7 remember making that second call at the hall. I do  
8 remember the phone -- I had a phone. I could have  
9 sat the phone down. It -- You know, I'm not saying  
10 the customer did pick it up and redial it, I don't  
11 know. I did set the phone down and I was travelling  
12 around the house, making my -- doing my leak  
13 investigation. So no, I can't explain that other  
14 call.

15 Q: All right. Okay. You got asked about  
16 Exhibit -- is it Exhibit 2?

17 MR. ELBERT: That's his affidavit.

18 QUESTIONS BY MS. SCHRODER:

19 Q: Yeah, Exhibit 2 is your testimony. Would  
20 you get your copy of that and turn to page one? And  
21 directing your attention to line 12, you said, I  
22 noticed that gas was blowing out of union in the  
23 piping.

24 First of all, what did you mean by noticed?  
25 Is that something you would see?

1 MR. ELBERT: Objection, leading.

2 THE WITNESS: Well, this -- this was -- When  
3 I started to make my repairs and I went to find the  
4 source of where this was actually leaking so I could  
5 fix it and get the people back in gas, and what I  
6 did was is I turned the gas back on. Mike Sisak was  
7 there and we heard the gas. I sprayed soap on it  
8 and it was blowing the soap off of it. So yeah, I  
9 actually seen it leaking.

10 QUESTIONS BY MS. SCHRODER:

11 Q: All right.

12 A: It was -- It was blowing -- blowing off the  
13 soap that I sprayed on it.

14 Q: Okay. And you've already testified that  
15 this line, I noticed that gas was blowing out of the  
16 union on the piping located about one foot away from  
17 the meter; should not have been in this chronology,  
18 is that right?

19 A: That's correct.

20 Q: When did you notice -- When did you realize  
21 that error, that it was erroneous in your testimony?

22 A: Actually, I noticed it Friday when I was  
23 going over my affidavit and getting prepared for  
24 this.

25 Q: All right. Was there anything else on

1 Friday that you noticed needed to be corrected in  
2 your testimony?

3 A: There was another issue in here. You know,  
4 I didn't think it was that important but I think  
5 evidently it might have been. I think there's  
6 somewhere where I said that I went upstairs, or she  
7 was upstairs or I was downstairs, somewhere to that  
8 effect. I marked it on my paper Friday.

9 Q: All right. Let me direct your attention to  
10 the bottom of page two, lines 22 and 23. If you'll  
11 read -- Just review that, is there anything there  
12 that needs to be corrected?

13 A: Where was that at?

14 Q: Page two, lines 22 and 23.

15 A: Yeah, there's -- that's the upstairs,  
16 downstairs. That some contractor never did -- What  
17 the customer told me was she was down there the  
18 whole time with him and that she said that he didn't  
19 go upstairs, that she was sitting in front of the --  
20 in front of there when he was working. And that's  
21 where they had had their contact at, that he didn't  
22 actually go upstairs.

23 Q: All right. And then directing your  
24 attention to page three, the first line, is there  
25 anything there that needs to be corrected?

1           A: And later he came back up and said he didn't  
2 have the right equipment. That was all said to the  
3 missus downstairs.

4           Q: Okay. Let's talk about this union joint for  
5 a minute. You said that it's not uncommon for  
6 unions to leak. First of all, what kinds of things  
7 in your experience have you seen that can cause a  
8 union to leak?

9           A: Vibrations, age, the design of the union,  
10 working on other parts of that facility, company  
11 facility. That -- That's what usually creates --  
12 That's the most common is when you're working on a  
13 different part, per say, like, say, the meter, that  
14 something else would budge and it would actually  
15 start leaking from that.

16          Q: All right. Based on the facts that you  
17 learned on December 19, 2006, and -- and the  
18 subsequent information provided from Dr. Sieman in  
19 his affidavit that was attached to the Company  
20 response, do you have a reasonable idea of what  
21 could have caused the leak on December 19th?

22           MR. ELBERT: Objection, asked, answered,  
23 leading, no foundation.

24           MR. FRANSON: And also besides all of those,  
25 this witness has repeatedly testified he doesn't



1 know, therefore, his speculation about a reasonable  
2 explanation, as you phrase it, would also be  
3 irrelevant.

4 QUESTIONS BY MS. SCHRODER:

5 Q: Go ahead.

6 A: I'm in agreement with Mr. Sieman's statement  
7 on the back that says the union could have been  
8 loose prior to the man getting there, and that --  
9 that the statement he makes that with the Cellnet  
10 worker working on that meter created it to be -- to  
11 leak worse. I'm in agreement with what Mr. Sieman's  
12 concluded.

13 Q: Okay. And you -- you said that Mr. Sisak  
14 asked you to tighten the union rather than to  
15 replace it, and that that is contrary to usual  
16 procedure. What reason would there be to replace  
17 the union rather than to tighten it, if tightening  
18 it actually fixed the leak at the time?

19 A: We normally replace the union for the fact  
20 that we were talking about; its age, the age of the  
21 gasket, and it could leak again. So what we do is,  
22 we replace it with a new one, with a new style. It  
23 doesn't have that big of a washer in it anymore.  
24 It's just got a small O-ring and plastic. It's a  
25 totally different design, insulated union that we're

1 using, and, you know, that's pretty much what we  
2 would do is always replace them. Just for that fact  
3 that it could cause -- it could leak again for the  
4 same reason.

5 Q: All right. Does Laclede provide Union  
6 employees with training about a procedure -- about  
7 what to do if a Union service employee causes a --  
8 I'm sorry, let me rephrase this as we got too many  
9 unions in here.

10 Does Laclede provide its Service Department  
11 employees with training about what to do if some --  
12 if some action on their part causes a union to leak?

13 A: Yes.

14 Q: And what is that training?

15 A: We -- We repair the leak by normally  
16 replacing it, if it's the union.

17 Q: All right.

18 A: Normally, if any kind of pipe has got age on  
19 it, we replace -- Normally every time we get out  
20 there and find something leaking, we don't normally  
21 tighten them. We normally replace it.

22 Q: And does Laclede provide training about what  
23 to do if a customer says there's a leak when you're  
24 finishing up a job -- or that, I'm sorry, if a  
25 customer says he or she smells gas when you're

1 finishing up a job?

2 A: We re-check everything that we did, worked  
3 on, and do the investigation. And assure the  
4 customer if we don't find anything at that point in  
5 time, that -- that there are no leaks in the home.

6 Q: All right. At the end of your testimony,  
7 Exhibit 2, you made a statement about both of the  
8 customers going to the hospital due to gas  
9 inhalation. What led you to believe that -- that  
10 the customers went to the hospital due to gas  
11 inhalation?

12 A: That was my conclusion on the fact that  
13 everything seemed well there prior. No one ever  
14 stated they were sick prior. They stated that all  
15 this came about from that day. The mister also  
16 stated he was driving to the hospital himself, that  
17 he was also feeling ill. Due to the fact that both  
18 of them in the house were not feeling well, that's  
19 kind of how I drew that conclusion.

20 Q: All right. You said that natural gas isn't  
21 toxic. Is -- How can you explain, then, if natural  
22 gas isn't toxic, how gas inhalation could cause both  
23 of them to be hospitalized?

24 A: This is going to be my opinion, but my  
25 opinion is, is that just because something's not

1 toxic doesn't mean that certain individuals aren't  
2 affected differently from it. Some people might get  
3 sick from natural gas when others don't. I, myself,  
4 I don't get sick from natural gas. But that doesn't  
5 say that, you know, everybody could have -- You  
6 know, again, I'm not a doctor, but you could have  
7 allergic reactions. You could have anything.  
8 You're breathing it in.

9 Q: All right. Mr. Elbert asked you if you  
10 listened for where the gas hissing was coming from  
11 when you first went down to the basement to turn off  
12 the gas on December 19, 2006. Why didn't you? You  
13 said you didn't. Why didn't you?

14 A: I didn't. I was -- I was moving to get  
15 the -- get the home safe and secure. I was moving  
16 to make sure that there wasn't going to be more gas  
17 be put in that building. I was making sure that the  
18 customer was safe, and that I was safe, and that the  
19 premise and the building was safe. And I felt that  
20 I succeeded in doing that by going immediately and  
21 turning that off.

22 Q: All right. And as soon as you turned it --  
23 Never mind.

24 Okay. Mr. Elbert asked you whether meters  
25 without any remote devices can also leak behind the

1 face plate and you said that you were aware of that.  
2 In your experience, what were the age of those  
3 meters, the ones that didn't have AMR devices on  
4 them?

5 MR. ELBERT: Objection, no foundation.  
6 Calls for speculation. Subject to that, go ahead  
7 and answer.

8 THE WITNESS: I'm -- I'll answer it the same  
9 way I answered all -- all of this about these  
10 meters. I don't know how they leak. I don't know  
11 how the old ones leak. I don't know how the new  
12 ones leak. All I know is if we find the leaks, we  
13 fix and repair them or replace them.

14 QUESTIONS BY MS. SCHRODER:

15 Q: Okay.

16 A: We don't go into the intricacies of where  
17 they're leaking.

18 Q: That really wasn't my question. My question  
19 was, whether in your experience you have noticed the  
20 particular age of those meters?

21 A: Okay. Well --

22 Q: Now I'm talking about the meters that don't  
23 have AMR devices.

24 A: Right, right. Well, it's been a while since  
25 I've seen a meter without an AMR device, but I'd

1 have to go back into my CIS's and see even how many  
2 I've changed due to leaks. I -- I can probably  
3 count them on two hands. So I don't know, really,  
4 what your question is.

5 Q: Okay. You indicated -- You told Mr. Elbert  
6 that you believed there were facts reflecting that  
7 the Company was trying to conceal problems from  
8 Cellnet installers, and I wanted to ask you about  
9 some of that.

10 First of all, one of the things you told him  
11 was that the Company had had you bring meters -- had  
12 service employees bring the AMR meters into the shop  
13 when -- when they found these problems.

14 MR. ELBERT: Objection, mischaracterizes  
15 testimony. This is -- This is not proper to try to  
16 say what he said before in response to my questions.  
17 Ask him a question.

18 QUESTIONS BY MS. SCHRODER:

19 Q: Mr. Boyle, do you remember your testimony to  
20 Mr. Elbert about the Company trying to conceal  
21 problems from Cellnet installers?

22 A: Yes.

23 Q: And do you remember specifically discussing  
24 with him about this pile of meters that -- about the  
25 meters that were brought into the shop?

1 A: Yes.

2 Q: All right. He asked how you knew that the  
3 Company wasn't investigating those meters. Do you  
4 remember that?

5 A: Yes.

6 Q: And are some of those meters still -- were  
7 some of those meters still sitting there months  
8 later?

9 MR. ELBERT: Objection, calls for  
10 speculation. No foundation.

11 THE WITNESS: There were meters and yeah,  
12 they just kept piling up in there. The meters kept  
13 piling up and after a while the room was just full,  
14 and they just took them all and put them down to the  
15 area where we put all our meters that go down to the  
16 meter shop.

17 QUESTIONS BY MS. SCHRODER:

18 Q: Okay. Is this a room that you passed on a  
19 daily basis?

20 A: I see it every morning.

21 Q: All right. You told Mr. Elbert that the  
22 Company didn't say they were investigating these  
23 meters. Have they done that before when they've  
24 been investigating something?

25 MR. ELBERT: Objection, mischaracterizes

1 testimony. Leading.

2 THE WITNESS: No. Not to my knowledge.

3 QUESTIONS BY MS. SCHRODER:

4 Q: And I was also confused, you said something  
5 to Mr. Elbert, I believe, about meters being taken  
6 from this room when it filled up. And you just said  
7 that again to me.

8 A: Okay.

9 Q: Were any meters, to your knowledge, from  
10 passing by this room every day, taken from that room  
11 before the room filled up?

12 MR. ELBERT: Objection, no foundation.  
13 Leading.

14 THE WITNESS: Not to my knowledge, no.

15 QUESTIONS BY MS. SCHRODER:

16 Q: One thing I want to clear up real quickly,  
17 you kept referring to the dog in your responses to  
18 Mr. Elbert. Are you talking about a drive dog?

19 A: Yes.

20 Q: Was there a time when the AMR installations  
21 first started that -- that the Union -- sorry,  
22 strike that -- that SEID employees informed  
23 management, their direct management, that they had  
24 some real concerns about?

25 MR. ELBERT: Objection, leading. This --



1 This is improper questioning and it's just  
2 continuing. Subject to that you can answer.

3 QUESTIONS BY MS. SCHRODER:

4 Q: Answer.

5 A: On a daily basis. Every day.

6 Q: All right. What was management's response?

7 A: They never responded. We would just tell  
8 them that -- our concerns, and that these were  
9 leaking, and management never came back with an  
10 answer except that these meters don't leak.

11 Q: One other thing I want to clear up, I want  
12 to direct your attention to Exhibit 2, page two,  
13 line -- okay, line five. It says that you suggested  
14 that the husband call an ambulance for her.

15 Would you explain -- Because there had been  
16 some testimony about whether or not you -- whether  
17 you suggested he call an ambulance --

18 MR. ELBERT: I'm going to object. You're  
19 leading. You're leading. You can ask him questions  
20 but this -- You're -- You're covering testimony to  
21 try to make him change his testimony. You can't do  
22 that. Ask him a question. Leading.

23 QUESTIONS BY MS. SCHRODER:

24 Q: Do you want to explain that remark please?

25 A: What happened was after I recognized that

1 the lady walked from point A to point B and she was  
2 all over the place, when I was downstairs and I was  
3 listening to her -- when I was walking around the  
4 house doing my -- taking my readings, and listening  
5 to her gagging and carrying on -- I say carrying on  
6 for lack of a better word -- I did suggest to the  
7 husband that, You need to take care of her. He came  
8 back down and said to me, I'm -- I just called for  
9 an ambulance.

10 I don't know how the other people got  
11 called, if he called -- he didn't say nothing about  
12 him calling the Fire Department or anything like  
13 that, but he did call an ambulance. He told me that  
14 he called the ambulance.

15 I didn't suggest to him that he call an  
16 ambulance. What I suggested to him was, is he needs  
17 to look after her and take care of her, figure out  
18 what he needed to do with her situation.

19 MS. SCHRODER: I have no further questions.

20 FURTHER EXAMINATION

21 QUESTIONS BY MR. ELBERT:

22 Q: Did you sign Exhibit No. 2 under oath?

23 A: Yes, I did.

24 Q: And when you signed it under oath, did you  
25 believe everything in there was true?

1           A: When I read that, yes, I -- I thought that  
2 everything I wrote on there was the truth, yes.

3           Q: Okay. So now you're saying, if I understand  
4 you correctly, that this statement on line five of  
5 page two, I suggested that the husband call an  
6 ambulance for her; that's not a true statement, is  
7 it? Based on your testimony?

8           A: What it is, is based on my testimony is, is  
9 I suggested the husband -- what the husband do is  
10 take care of her. And he told me that he called an  
11 ambulance.

12          Q: So the statement as it's written is not  
13 true, is it?

14          A: Right.

15          Q: Okay. Now, you say, if I understand you  
16 correctly, that every day the Union expressed  
17 concerns about leaking AMRs?

18          A: Yes.

19          Q: Did you do that every day yourself  
20 personally?

21          A: Yeah -- Not every day, I didn't personally,  
22 no.

23          Q: Who did you -- Who did you complain to about  
24 leaking AMRs?

25          A: I went directly to my immediate supervisor.

1 Q: Who was that?

2 A: Mike Sisak.

3 Q: And how often did you complain to Mike Sisak  
4 since July of 2005?

5 A: I -- I can't pinpoint a number but I would  
6 say it would be more than ten times.

7 Q: More than ten times.

8 A: And not only did I complain about it, I also  
9 witnessed other people turn in their CIS form  
10 tickets.

11 Q: Was the CIS form ticket a complaint?

12 A: It -- It's the documentation that states why  
13 we were there and the reason why we were there was  
14 changing the gas meter. It was leaking.

15 Q: That's not the question.

16 A: And then we would take it -- Then we would  
17 go in there and say, Here's another leaking AMR --  
18 another leaking AMR meter -- and I'd use that  
19 term -- another leaking meter that we fixed today,  
20 and we'd have a CIS there. Now, what they did with  
21 that information, I don't know.

22 Q: Sir, here's what I'm asking you: There have  
23 been, just roughly, and my math could be wrong,  
24 let's say there have been 540 days since July of  
25 2005; correct?

1 A: Yes.

2 Q: Somewhere around there? And you've  
3 complained on ten days of those 540. Are you  
4 saying, as you sit here today, that on the other  
5 530 days you've heard other people complaining about  
6 AMRs?

7 A: No.

8 Q: Well, you said every day there are  
9 complaints. How do you know that?

10 MS. SCHRODER: That was in response to a  
11 question about the first few months.

12 THE WITNESS: I'm --

13 MR. ELBERT: I don't think that was.

14 THE WITNESS: I'm going to say that we  
15 don't -- Once you say it enough to somebody and you  
16 see that they don't care, you stop complaining. You  
17 stop saying stuff to them. That's what I'm  
18 answering you. Once we told them enough, more than  
19 ten times myself, and we see the response we get,  
20 that's when we stopped -- that's when I stopped  
21 complaining. I said, fine.

22 QUESTIONS BY MR. ELBERT:

23 Q: So your prior testimony that there were  
24 complaints every day, you don't know whether that's  
25 true or not; do you?

1 MS. SCHRODER: Objection, again, you're  
2 mischaracterizing his prior testimony --

3 MR. ELBERT: No, it's not.

4 MS. SCHRODER: -- which was about a few  
5 months, but go ahead.

6 THE WITNESS: I feel that every day --

7 QUESTIONS BY MR. ELBERT:

8 Q: Answer my question. Is it true or not -- I  
9 don't want to hear your speech.

10 A: I feel -- I feel that every day that the  
11 company is aware and we are telling the Company  
12 every day by going out and replacing leaking AMR  
13 meters, that they have the knowledge and are being  
14 told every day. Physically -- Verbally -- Verbally  
15 we may not be telling them.

16 Q: How many times are you aware of that a Union  
17 member complained to the Company about leaking AMRs?  
18 You personally, how many times, besides your ten?

19 A: Another 50.

20 Q: And who are the people who complained? And  
21 give me the days they complained on those 50.

22 A: I don't have that information for you.

23 Q: Well, who are the --

24 A: But if you line -- Excuse me?

25 Q: Who are the people who complained?

1 A: Excuse me?

2 Q: Who are the other people?

3 A: Other servicemen who I work with on a daily  
4 basis and don't lie; that don't lie.

5 Q: Is that in contrast to you?

6 A: Absolutely not.

7 Q: Okay. Then why did you put that qualifier  
8 in there?

9 A: Because we're not making it up. We're not  
10 making up none of these leaks. We're not making it  
11 up to the Company. We're giving them the  
12 documentation. And we're -- they're paying us to do  
13 this work. No one's making this stuff up.

14 It feels to me -- I know this isn't a  
15 question --

16 MS. SCHRODER: No, it isn't, so don't go  
17 there.

18 QUESTIONS BY MR. ELBERT:

19 Q: Who are the other employees -- name the  
20 other employees who have made these complaints.

21 A: I don't know their names.

22 Q: Okay. How would gas inhalation cause an  
23 allergic reaction?

24 A: I'm not a doctor. I don't know.

25 Q: Do you know whether or not in fact these two

1 individuals went to the hospital due to gas  
2 inhalation?

3 A: That's my feelings, yes.

4 Q: And what's that feeling based on?

5 A: That the house was full of gas and both of  
6 the customers were sick.

7 Q: House is full of gas and yet you never  
8 evacuated them; did you?

9 A: I made it safe and I cleared it from gas in  
10 it.

11 Q: Actually, Sir, you sent a lady, who was  
12 stumbling, up to an area where there was more gas  
13 than there was down in the basement; didn't you?

14 A: No. No, I didn't. I told her to get her  
15 stuff and get out of the house.

16 Q: Now, that, you never have said that. You  
17 said that --

18 A: I've said it from day one.

19 Q: No.

20 A: I said it from the first time you asked me.

21 MS. SCHRODER: Don't argue.

22 MR. ELBERT: Okay.

23 MS. SCHRODER: Don't argue.

24 QUESTIONS BY MR. ELBERT:

25 Q: All right. When did you tell her to get out



1 of the house?

2 A: I told them when I first entered the home,  
3 Get your stuff and be prepared to get out of the  
4 house.

5 Q: When did you -- That is different than what  
6 you just said, Sir.

7 A: In your mind.

8 Q: Are you saying that being prepared to get  
9 out of the house means the same thing as get out of  
10 the house?

11 A: Yes.

12 Q: And that's common English usage to you?

13 A: When I'm in that situation, yes.

14 Q: Did you tell those customers anything else?  
15 Did you give them any other safety instructions  
16 besides, Be prepared to get out of the house?

17 A: Well --

18 Q: Yes or no?

19 A: Absolutely.

20 Q: What other safety instructions?

21 A: I told them not to hit no switches. I told  
22 them not to -- You know, I did my routine that you  
23 do with everything.

24 Q: When did you do that?

25 A: When I was walking down to the meter.

1 Q: You didn't testify to that.

2 A: It all happens like that.

3 Q: Uh-huh.

4 A: It does.

5 Q: So you sent them upstairs where they're out  
6 of your eyesight, and you don't know what they're  
7 doing up there, do you, while you're downstairs?

8 A: At which -- At what time? What time frame  
9 are we at? Is the house clear now? The house was  
10 clear in a matter of minutes.

11 Q: In a matter of minutes?

12 A: I already testified to that.

13 Q: How many minutes was it before the house was  
14 clear?

15 A: Below the 1.3 percent, I would say almost  
16 immediately after I turned off the gas.

17 Q: Did you check that?

18 A: Yes.

19 Q: Okay. And almost immediately, what does  
20 that mean? Ten minutes?

21 A: No. Do you know what immediately means?  
22 Immediately means immediately, not ten minutes.

23 Q: I see --

24 A: As soon as I turned the gas off, as soon as  
25 I turned that gas off, it started going down.

1 Q: And when did you --

2 A: My ranger was doing this, not me. I wasn't  
3 touching nothing. My ranger was doing this.

4 Q: You're saying that the gas immediately went  
5 down below 1.3 percent; is that what you're saying?

6 A: I testified earlier as I went down into the  
7 basement, it was actually going down.

8 Q: But upstairs it was higher, wasn't it?

9 A: Not when I went back upstairs, no.

10 Q: And how long was that after you were --

11 A: After I went out and cleared it and went  
12 back inside. I stepped outside, cleared it, went  
13 back inside.

14 Q: When you say that you agree with Mr. Sieman  
15 that that union could have been loose when the  
16 Cellnet guy got there; right?

17 A: Yes, that's possible.

18 Q: That's possible?

19 A: Yes.

20 Q: But you don't know, do you?

21 A: No.

22 Q: And you say that the most common way the  
23 unions get loose is by working on other parts of the  
24 system. That's what you testified to?

25 A: Vibrations, yes.

1 Q: And have you done any studies to make that  
2 determination?

3 A: Just my own personal studies.

4 Q: Okay. So your own personal studies would be  
5 when you've worked on the meters that the union has  
6 gotten loose?

7 A: Right.

8 Q: Okay. And do you know whether, in fact, age  
9 or design has also caused the unions to become  
10 loose?

11 A: Do I know for a fact?

12 Q: Yes.

13 A: Sure.

14 Q: Is that based on your own experience?

15 A: Yes.

16 Q: And you say you repair leaks in unions by  
17 replacing the union. Is that what you do  
18 100 percent of the time?

19 A: Yes.

20 Q: So even though you didn't do it here, you  
21 didn't report that to anyone; correct?

22 A: I didn't disobey a direct order.

23 Q: But you didn't report it to anyone, did you?

24 A: My supervisor. He was --

25 Q: Your supervisor knew. Did you report it to

1 anybody besides your supervisor?

2 A: Claims Department.

3 Q: And did you -- Did you write in your  
4 affidavit that you actually did the repair? You  
5 repaired the leak. Page two, line 15 and 16. Is  
6 that a true statement, just repaired the leak? Yes  
7 or no.

8 A: What's your question?

9 Q: Is your statement in line 15 and 16 of  
10 Exhibit 2, this, Repaired the leak; is that a true  
11 statement? Yes or no.

12 A: My whole answer was, I tightened the union  
13 that had been leaking and this repaired the leak.  
14 Yes, that's a true statement.

15 Q: Do you know whether Laclede Gas Company  
16 employees -- and I'm not talking about  
17 subcontractors, I'm talking about employees  
18 represented by 11-6 -- have caused leaks at  
19 customer's premises?

20 A: Do -- Personal --

21 Q: Yeah, do you know that?

22 A: I've heard of it.

23 Q: Have you ever been out to fix a leak that  
24 was caused by another employee?

25 A: No.

1 Q: Do you know of other employees who have gone  
2 out to fix leaks caused by other employees?

3 A: I don't know their names. I've heard of it.

4 Q: Okay. So sometimes Laclede Gas Company  
5 employees, they make mistakes; right?

6 A: Sure. Yes, Sir.

7 Q: And sometimes they leave the premises and  
8 there's a leak; right?

9 A: Not when a customer states they're smelling  
10 gas, no.

11 Q: That's not my question. Sometimes they  
12 leave the premises and there's a leak; correct?

13 A: I would say yes.

14 Q: Okay. And you don't know each time that  
15 happens, what the circumstances are; do you?

16 A: Every one's different. Every thing's  
17 different.

18 MR. ELBERT: I agree. I don't think I have  
19 anymore questions.

20 MS. SCHRODER: Robert?

21 MR. FRANSON: No, I don't think so.

22 MS. SCHRODER: I just have one set.

23 FURTHER EXAMINATION

24 QUESTIONS BY MS. SCHRODER:

25 Q: You got asked again about evacuating the

1 customers. How old were these customers?

2 A: In their 60s. They were retired.

3 Q: And --

4 MR. ELBERT: Objection to this. I mean,  
5 there's no foundation for any of this. Now he knows  
6 how old they were?

7 QUESTIONS BY MS. SCHRODER:

8 Q: December 16, 2006, what was the weather  
9 like?

10 A: It was cold.

11 Q: All right. Did that have -- Did that enter  
12 into your calculation in any way about whether  
13 these -- these customers should be outside waiting  
14 for you to finish your work?

15 A: It wouldn't have if -- if the leak would  
16 have stayed -- sustained over one percent, it  
17 wouldn't have, no. They would have been outside.

18 MS. SCHRODER: All right. No further  
19 questions.

20 MR. ELBERT: No other questions.

21 MR. FRANSON: We have some administrative  
22 things about the kinds of turnaround time and kinds  
23 of copies we want.

24 MR. ELBERT: First of all, we need to talk  
25 about signature which we did not do.

1 MS. SCHRODER: But we did take care of it.

2 MR. ELBERT: You did take care of it?

3 MS. SCHRODER: We're going to sign.

4 MR. ELBERT: Okay. You're going to sign.

5 We didn't do that on the other.

6 MS. SCHRODER: She asked right after -- she  
7 realized right after you left.

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25



1 STATE OF MISSOURI.

2 SS.

3 CITY OF ST. LOUIS

4 I, Gretta G. Cairatti, a Notary Public in and  
5 for the State of Missouri, duly commissioned,  
6 qualified and authorized to administer oaths and to  
7 certify to depositions, do hereby certify that  
8 pursuant to Agreement in the civil cause now pending  
9 and undetermined before the Public Service  
10 Commission of the State of Missouri, to be used in  
11 the trial of said cause in said court, I was  
12 attended at the offices of Hammond, Shinnars,  
13 Turcotte, Larrew and Young, P.C., 7730 Carondelet,  
14 Suite 200, in the County of St. Louis, State of  
15 Missouri, by the aforesaid witness; and by the  
16 aforesaid attorneys; on the 23rd day of January,  
17 2007.

18 That the said witness, being of sound mind and  
19 being by me first carefully examined and duly  
20 cautioned and sworn to testify the truth, the whole  
21 truth, and nothing but the truth in the case  
22 aforesaid, thereupon testified as is shown in the  
23 foregoing transcript, said testimony being by me  
24 reported in shorthand and caused to be transcribed  
25 into typewriting, and that the foregoing pages

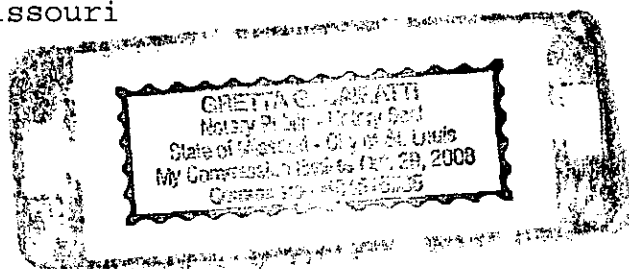
1 correctly set forth the testimony of the  
 2 aforementioned witness, together with the questions  
 3 propounded by counsel and remarks and objections of  
 4 counsel thereto, and is in all respects a full,  
 5 true, correct and complete transcript of the  
 6 questions propounded to and the answers given by  
 7 said witness; that signature of the deponent was not  
 8 waived by agreement of counsel.

9 I further certify that I am not of counsel or  
 10 attorney for either of the parties to said suit, not  
 11 related to nor interested in any of the parties or  
 12 their attorneys.

13 Witness my hand and notarial seal at  
 14 St. Louis, Missouri, this 24th day of January, 2007.  
 15 My Commission expires October 29, 2008.

16 *Gretta D. Cavatti*  
 17 \_\_\_\_\_

18 Notary Public in and for the  
 19 State of Missouri



1 Gore Perry Gateway & Lipa Reporting

2

3

4 Sherrie A. Schroder, Esq.

5 Hammond, Shinnars, Turcotte,

6 Larrew and Young, P.C.

7 7730 Carondelet, Suite 200

8 Enclosed please find the Original Signature pages

9 and errata sheets for the deposition of:

10 Mark Boyle taken 1/23/2007 in the case of:

11 USW Local 11-6 vs. Laclede Gas Company

12 Please read your copy of the transcript, noting

13 any corrections on the enclosed erratta sheets,

14 and return all pages for filing in court to:

15 Rick Zucker, Esq.

16 Laclede Gas Company

17 720 Olive Street

18 St. Louis, MO 63101

19

20 Your prompt cooperation will be appreciated.

21 Sincerely,

22

23 Gore Perry Gateway & Lipa Reporting

24

*Gore Perry Gateway Lipa Baker Dunn & Butz*  
*St. Louis 314.241.6750 St. Charles 636.940.0926*

1 COURT MEMO

2 .

3 4

5 USW Local 11-6 vs. Laclede Gas Company

6 GC-2006-0390

7  
8 CERTIFICATE OF OFFICER AND

9 STATEMENT OF DEPOSITION CHARGES

10  
11 DEPOSITION OF MARK BOYLE

12 TAKEN ON BEHALF OF THE DEFENDANT

13 1/23/2007

14 Name and address of person or firm having custody of  
15 the original transcript:

16 Rick Zucker

17 Laclede Gas Company

18 720 Olive Street,

19 St. Louis, MO 63101

1 ORIGINAL TRANSCRIPT TAXED IN FAVOR OF:

2 Rick Zucker

3 Laclede Gas Company

4 720 Olive Street,

5 St. Louis, MO 63101

6 Total:

7 1 ONE COPY - TAXED IN FAVOR OF:

8 Sherrie A. Schroder

9 Hammond, Shinnars, Turcotte, Larrew

10 7730 Carondelet, Sui,

11 Clayton, MO 63105

12 Total:

13 1 ONE COPY - TAXED IN FAVOR OF:

14 Robert Franson

15 Public Service Commission

16 PO BOX 360,

17 Jefferson City, MO 65102

18 Total:

19

20 Upon delivery of transcripts, the above

21 charges had not been paid. It is anticipated

22 that all charges will be paid in the normal course

23 of business.

24 GORE PERRY GATEWAY & LIPA REPORTING COMPANY

25 515 Olive Street, Suite 700

***Gore Perry Gateway Lipa Baker Dunn & Butz***  
***St. Louis 314.241.6750 St. Charles 636.940.0926***

1 St. Louis, Missouri 63101

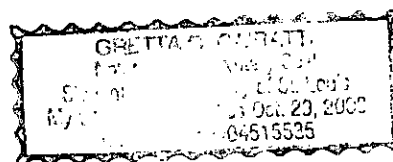
2 IN WITNESS WHEREOF, I have hereunto set

3 my hand and seal on this \_\_\_\_\_ day of \_\_\_\_\_

4 Commission expires

5 \_\_\_\_\_ *Gretta D. Caratte*

6 Notary Public



10

11

12

13

14

15

16

17

18

19

20

21

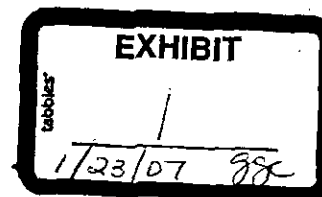
22

23

24

25

DATE OF BIRTH		NAME		WAGE RATE RECORD LACLEDE GAS COMPANY ST. LOUIS		DATE OF ORIGINAL HIRE			
2-12-63		MARTIAL STATUS S (M) W (O) SEP		BADGE NO.		6-29-92			
DATE EFFECTIVE	LOC	DEPT. NO.	T	P	JOB CLASSIFICATION TITLE	JOB CODE	RATE OF PAY AMOUNT PER	CODE	DATE OF ACTION
6-29-92	2	37	X		Helper	045	8501		
8-1-92						045	8 777		
12-29-92						047	13 451	640	
6-29-93						049	13 908	W/R	
8-1-93						049	14 325		
8-24-93					X Helper	049	14 325		
8-24-93					X Meter Change & Remove	306	16 240		
8-24-93	37		X		X Helper	049	14 325		
12-29-93						054	14 236	1 1/2 yr.	
1-20-94					X Meter Change & Remove	306	16 240		
5-16-94					X Comb to 150	390	16 584		
5-27-94	57		X		X Comb to 150 Trk	390	16 584		
6-20-94						390	17 164		
5-1-95					X Special Adjust	607	17 914		
8-1-95						607	18 496		
8-1-96						607	19 097		
8-1-97						607	19 574		
ADDRESS									
11944 S. 1st - Maryland Hgts. Mo. 63043					12127 Bay Ford Estates Dr.				
10671 Harriett Walk (14)									
2051 Switzer (36)									
TEMP	EMP. NO.	NAME			SEX	SOC. SEC. NO.			
	7644	Boyle Mark J			M	498-78-4491			



[illegible]



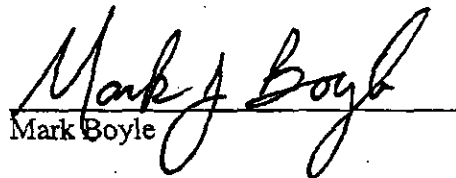
BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

In the matter of )  
 )  
USW Local 11-6, ) GC-2006-0390  
Complainant )  
and )  
 )  
Laclede Gas Company, )  
Respondent )

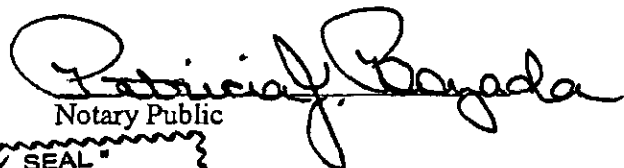
AFFIDAVIT OF MARK BOYLE

STATE OF MISSOURI )  
 ) ss  
COUNTY OF ST. LOUIS )

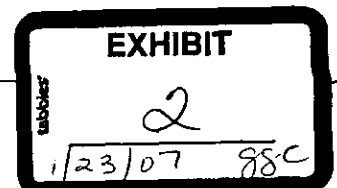
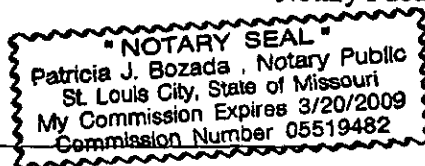
Mark Boyle, of lawful age, on his oath states: that he has participated in the preparation of the following Supplemental Testimony in question and answer form, consisting of 3 pages of Supplemental Testimony to be presented in the above case, that the answers in the following Supplemental Testimony were given by him; that he has knowledge of the matters set forth in such answers; and that such matters are true to the best of his knowledge and belief.

  
Mark Boyle

Subscribed and sworn to before me this 5<sup>th</sup> day of January, 2007.

  
Notary Public

My commission expires \_\_\_\_\_



**SUPPLEMENTAL TESTIMONY**

**OF**

**MARK BOYLE**

**SUBMITTED ON BEHALF OF USW 11-6**

**LACLEDE GAS COMPANY**

**CASE NO. GC-2006-0390**

1 Q. Have you been involved any recent gas leaks involving meters equipped with  
2 AMR devices?

3 A. On December 19, 2006, I was working the blank board. Around 10:10 a.m., I was  
4 called out to \*\*1544 Salerno Drive\*\* because the customer had reported smelling  
5 gas.

6 When I arrived, I received an LEL reading of 30% inside the house. This means  
7 that 1.3% of the air inside the house was gas. Any reading of 1% or above inside  
8 a building is considered to be "very serious" and requires immediate action. A  
9 true and accurate copy of the Laclede Service Department Manual, Section 19.5,  
10 which reflects this policy, is attached and incorporated here as Exhibit 1.

11 I then went to the basement where their meter was located. The meter was inside  
12 a small closet. I noticed that gas was blowing out of the union on the piping  
13 located about one foot away from the meter. I then disconnected the gas and  
14 began venting the house. I called my supervisor and asked him to observe the  
15 leak.

1 The customers were a husband and wife named \*\*James and Sheila  
2 Thomasson\*\*. When I entered the basement, the wife was sitting at a computer  
3 located near the leak. She appeared to be ill. After I had made the leak safe, I  
4 went upstairs and noticed that the wife was gagging and convulsing on the couch.  
5 I suggested that the husband call an ambulance for her. Eventually, an ambulance  
6 arrived and took the wife to the hospital. The husband also drove himself to the  
7 hospital.

8 My supervisor arrived as the wife was getting in the ambulance. He appeared to  
9 be shocked by how poorly she was able to walk. The fire department had also  
10 arrived at this time.

11 I showed my supervisor where the leak was coming from and he called the  
12 Laclede Claims Department. Later, the Claims Department called Cellnet and  
13 they came out to investigate.

14 **Q. How was the leak repaired?**

15 A. My supervisor instructed me to tighten the union that had been leaking. This  
16 repaired the leak.

17 **Q. Did the customers have any idea how the leak was caused?**

18 A. The wife told me that a Laclede Gas employee wearing a yellow hard hat had  
19 been at their house that morning investigating a high bill complaint. From her  
20 description, I knew that the employee was not from Laclede, but was a  
21 subcontractor hired to work on the AMR devices.

22 After working in the basement for some time, the subcontractor came upstairs and  
23 asked to borrow a screwdriver. The customers lent him a screwdriver and he

1 resumed working on the meter. Later, he came back up and said that he did not  
2 have the right equipment to finish the job.

3 Before the subcontractor left, the wife told him that she smelled gas. However, he  
4 ignored her, stating that the gas odor was merely normal leakage from the meter  
5 faceplate.

6 The customer's claim that a subcontractor had worked on the meter earlier that  
7 day is corroborated by the fact that the tamper plugs had been removed from the  
8 meter.

9 **Q. How did the customers know that the leak was not present before the**  
10 **subcontractor arrived?**

11 **A.** The husband told me that he did not smell gas before the subcontractor had  
12 arrived, otherwise he would have reported the odor sooner.

13 **Q. How dangerous was the leak?**

14 **A.** Inside the house, I received an LEL reading of 30%. Also, the dangerousness of  
15 the leak is shown by the fact that the fire department, police, and ambulance were  
16 all called to the scene, and by the fact that both of the customers went to the  
17 hospital due to gas inhalation.

18 **Q. Does this conclude your direct testimony?**

19 **A.** Yes.

100%

VEHICLE # 2275

MILEAGE IN 19048  
MILEAGE OUT 19022  
MILES DRIVEN 26

UNPAID HOURS CODE \_\_\_\_\_ TIME - HR \_\_\_\_\_ MIN \_\_\_\_\_

**EXPLAIN** \_\_\_\_\_

ALLOWANCES CODE(1) \_\_\_\_\_ TIME - HR \_\_\_\_\_ MIN \_\_\_\_\_

ALLOWANCES CODE(2) \_\_\_\_\_ TIME - HR \_\_\_\_\_ MIN \_\_\_\_\_

ALLOWANCES CODE(3) \_\_\_\_\_ TIME - HR \_\_\_\_\_ MIN \_\_\_\_\_

**EXPLAIN** \_\_\_\_\_

EXCEPTION TIME CODE \_\_\_\_\_

**EXPLAIN** \_\_\_\_\_

LUNCH TIME - FROM 12:00 TO 12:30

**LOCATION** \_\_\_\_\_

CO-WORKER EMPLOYEE # \_\_\_\_\_

## CLAIMS

**SAID NORTH**

12/19/2006 17:23 FAX 3145222287

EXHIBIT  
3  
1/23/07 98C

F-699 REV 7-89

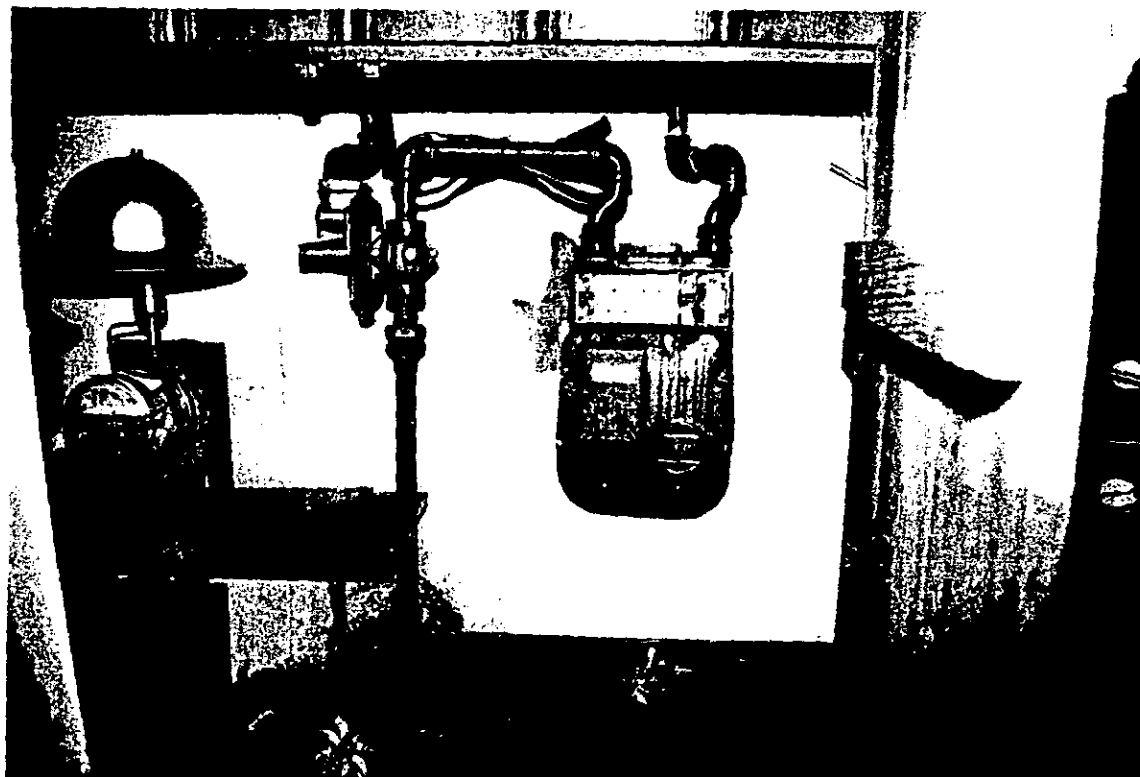
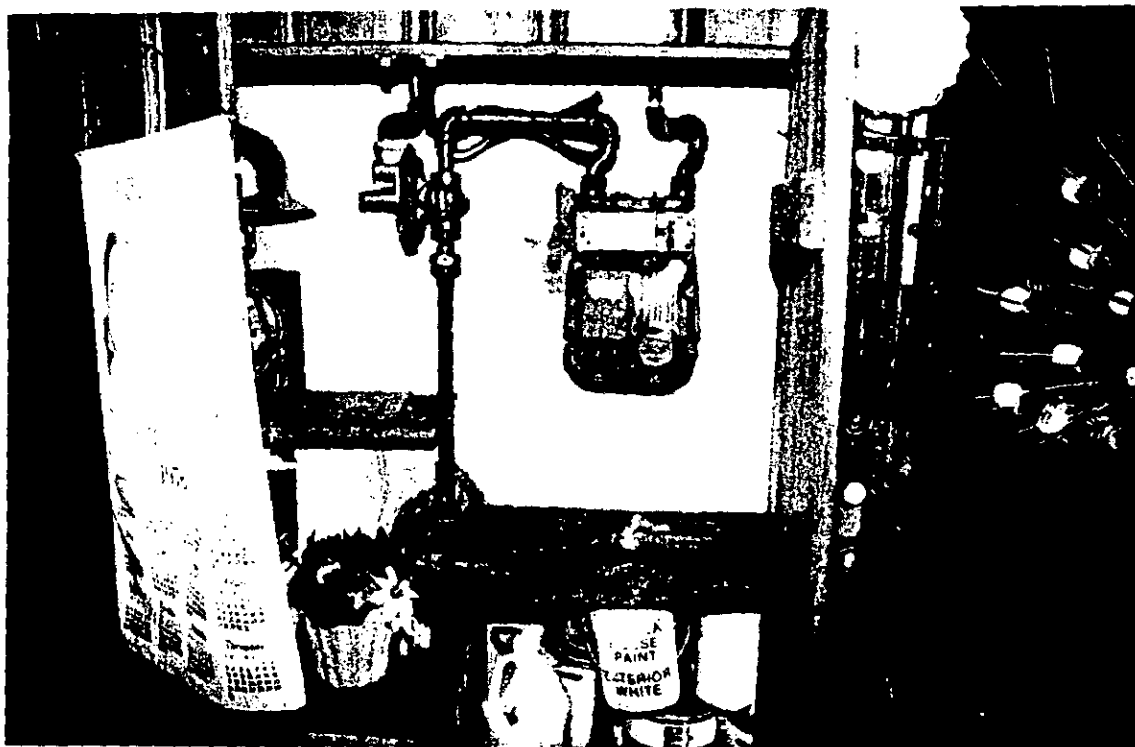
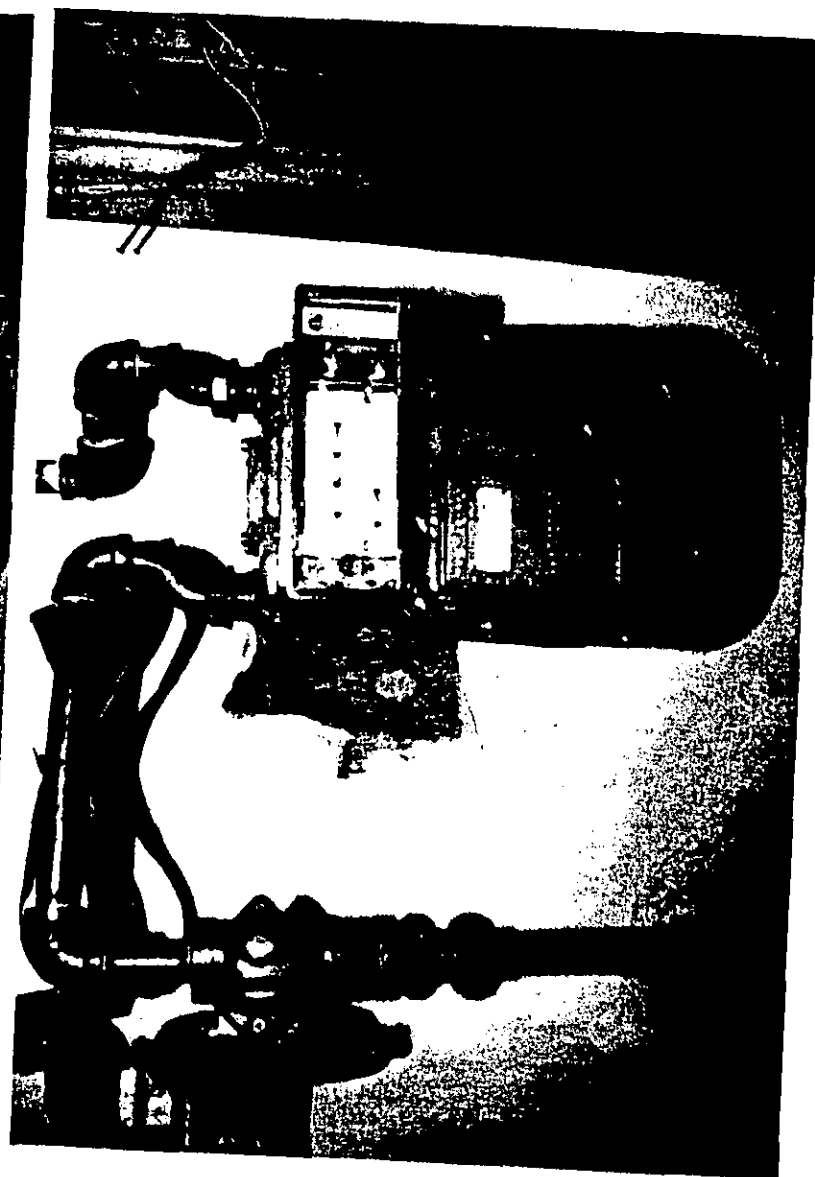
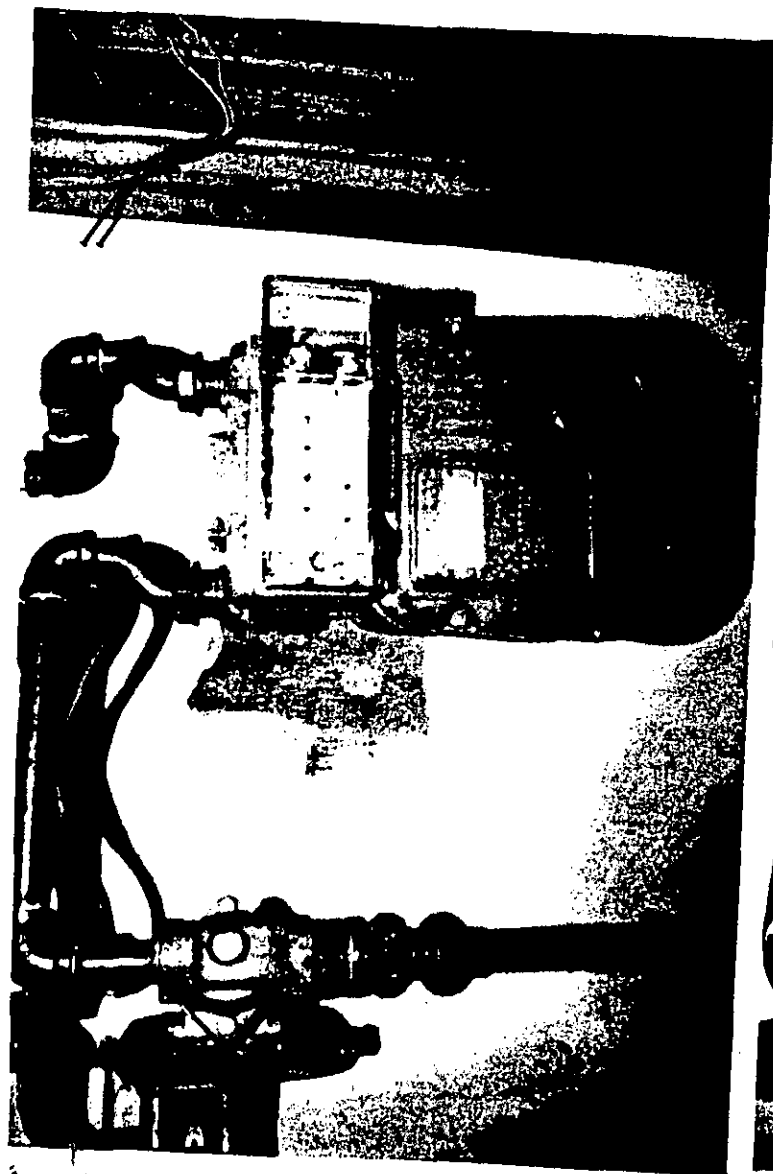


EXHIBIT  
4  
1/23/07



Issued: 6-2000

Revise: 1-03

## LEAK INVESTIGATIONS

Section 19-5

### Gas Leak Investigation - Inside

The technician should be aware of the surrounding conditions when leaving the truck and approaching the customer's premises.

Never use the doorbell, always knock so customer can hear you. Have CGI cleared, zeroed, and ready for sampling as you enter the building. If you are alerted by the CGI to dangerous readings proceed to the "Combustible Readings" Section 19-5 below.

### Combustible Readings

#### Readings of 1% or above for Free Air

If there is a strong odor of gas and the CGI indicates a reading of 1% gas or above in free air in any part of the building, the condition must be considered very serious and the following actions shall be taken as quickly as possible. Extreme care to protect the customer, yourself and property shall be exercised at all times.

1. Inform customer not to turn on/off electrical switches or appliances.
2. Clear the building of all occupants.
3. Ventilate structure – open windows on the highest floor, preferably from the top, when possible.
4. In cases where gas is emanating from Company facilities, turn off supply at meter or curb cock.
5. Eliminate all probable sources of ignition such as smoking, striking matches, operating electric switches, etc. Note: Be aware of any electric power interruptions to residences and/or commercial buildings that may have UPS (Uninterrupted Power Supply) for computers or any other type of emergency power backup systems. You will need to ask the customer about these systems.
6. Stay out of building and keep others away at a safe distance.
7. Notify dispatcher or leak division supervisor on duty or correct situation.
8. CGI monitoring should continue until the area is considered safe. After the free air in the structure is determined to be safe, begin the leak investigation sequence (section 19-8).
9. If the inside gas readings are not decreasing and are at 1% or above in free air, notify the Fire Department.
10. If the inside gas readings are not decreasing and are at 3% or above in free air, follow the emergency procedure in section 24 for "Uncontrolled Gas Due to Main or Service Damage/Failure."





Issued: 6-2000

Revise: 1-03

## LEAK INVESTIGATIONS

Section 19-6

### Readings Less Than 1% in Free Air

If a less than 1% gas reading is obtained using a CGI at the entrance way, proceed into the building. Ask the customer where the odor was noticed and then inform customer and all other occupants in the area not to operate any electrical switches or appliances. Check area where odor was noticed first, then check the rest of the structure using a CGI.

**Note:** CGI readings less than 1% in free air within a building should be considered potentially dangerous and must be handled quickly and thoroughly.

After the free air in the structure is determined to be safe, begin the leak investigation sequence (Section 19-8).

### Gasoline Odors

If there is a strong odor of gasoline in a building, the condition must be considered very serious. The following actions must be taken as quickly as possible. Extreme care to protect the customer, yourself and property shall be exercised at all times.

1. Inform customer not to operate any electrical switches or appliances as you and all occupants exit the building.
2. Turn off gas from outside of building, either at outside riser or curb cock. Eliminate all possible sources of ignition such as smoking, striking matches, operating electric switches, etc. **Note:** Be aware of any electric power interruptions to residences and/or commercial buildings that may have UPS (Uninterrupted Power Supply) for computers or any other type of emergency power backup systems. You will need to ask the customer about systems.
3. Call Central Dispatching to call the Fire Department and inform area Supervisor or Supervisor on duty.
4. Monitor conditions in area until the situation has been corrected.
5. Stay out of building and keep others away at a safe distance until structure is considered safe.

If gasoline is suspected and you do not have a gasoline (heavy hydrocarbon) filter for your CGI, contact your supervisor.

Issued: 6-2000

Revise: 1-03

## LEAK INVESTIGATIONS

Section 19-7

### Gasoline continued

Should a CGI reading indicate gasoline in a sewer opening inside a building, notify Central Dispatching to call the Fire Department and inform area Supervisor or Supervisor on duty.

If the source of the gasoline is Known, it is permissible to flush the sewer with water.

If the source of gasoline is Not Known, do not flush the sewer with water.

Note: Always fill sewer traps with water to help keep the odor from getting into the building. Normally one or two gallons of water will fill a trap, this is not considered as flushing a sewer. Flushing a sewer is letting a continuous flow of water run into the sewer.

After the free air in the structure is determined to be safe begin the leak investigation sequence (section 19-8).

### Propane

Propane (LP: Liquid Petroleum) is heavier than air and will gravitate in pockets to the lowest point before migrating. Propane has a LEL (Lower Explosive Limit) of 2.2% and a UEL (Upper Explosive Limit) of 9.5%. The ignition temperature Fahrenheit in air is 957 – 1090. If the CGI (Gas Ranger) indicates a reading of 1% propane or above in free air in any part of the building, a CGI (Trak-it) displays an NSR message in a building connected to a propane distribution system or CGI checks are unable to be taken because there is no entry and there is reason to believe propane may be migrating into the building, the condition must be taken very serious and the actions outlined in Section 24-5 (B – “Uncontrollable Propane Due to Main or Service Damage / Failure”) of this procedure manual should be taken as quickly as possible.

If CGI readings of less than 1% propane are obtained with a Gas Ranger in free air in a building, or a strong odor of propane exist, the condition must be considered very serious and the following actions must be taken as quickly as possible. Extreme care to protect the customer, you and property shall be exercised at all times.

1. Inform customer not to turn on/off electrical switches or appliances.
2. Clear the building of all occupants.
3. Ventilate structure – open any accessible windows or exterior doors while evacuating building.
4. Turn off propane supply at outside riser.

Propane continued

5. Eliminate all probable sources of ignition such as smoking, striking matches, operating electric switches, etc. **Note:** Be aware of any electric power interruptions to residences and/or commercial buildings that may have UPS (Uninterrupted Power Supply) for computers or any other type of emergency power backup systems. You will need to ask the customer about these systems.
6. Stay out of building and keep others away at a safe distance.
7. Notify Dispatcher, Area Supervisor or Leak Supervisor on duty for assistance or correct situation.
8. CGI monitoring shall continue until the area is considered safe and the situation is corrected. Once the area is considered safe, begin the leak investigation sequence (section 19-8).
9. If the inside gas readings are not decreasing, call Central Dispatching for assistance in notifying the Fire Department.

Investigation Sequence

Locate all fuel lines and ensure all open lines/valves are capped or plugged.

If the meter is found off, leave it off until the source of odor is eliminated or identified as other than natural gas.

If the meter was shut off by Laclede or the Fire Department, turn the meter on and check the meter's 1/4 or 1/2 foot test hand for other than normal movement. If the meter's test hand is larger than 1/2 foot refer to "Turn-On Information" Section 10-5 that refers to meter size and test hands. If there is an abnormally fast movement of the test hand, shut the meter off and determine where gas is going.

Shut off all pilots, then spot the meter's 1/4 or 1/2 foot test hand. If the meter's test hand is larger than 1/2 foot refer to "Turn-On Information" Section 10-5 that refers to meter size and test hands.

1. If the meter test hand does not move, make sure the meter will register low consumption.
2. If the meter does not register low consumption it must be changed.
3. If meter test hand moves, use leak detection equipment to check all fuel line connections and fittings for leaks.

If the meter test hand registers movement - isolate meter and regulator from fuel lines, then use a manometer (U gauge) to pressure test fuel lines. The manometer should also be used to pressure test services on low-pressure systems. Use a spring gauge to pressure

**Investigation Sequence continued**

test fuel lines or services operating on high pressure systems. Also, check all equipment connections for leakage and operation.

Leak soap detector should not be used until all other means have been exhausted, including using a manometer to check fuel lines.

Check downstream of manual and/or automatic gas shut off on all appliances to ensure the controls, valves, and fittings are gas safe.

Do Not overlook the possibility that gas may be migrating inside from a leak from a gas main or service leak.

Be aware of negative air pressure pulling odors into building through cracks or other openings only when HH blower or attic fan is in operation.

Check inside the premises with a CGI at these locations and any additional locations that could allow gas to enter the building:

1. Inside foundation walls, structural walls, false ceilings and floors, attic, etc.
2. Cracks in foundation, basement floors, slab floors
3. Service entry (point of entry)
4. Meter facilities and relieving regulator being drawn back into house
5. Along top of foundation at floor joist.
6. Sanitary sewer outlet in basement (in case of a house without a basement, sanitary sewer outlet utility room)
7. Electrical receptacles in walls (Do Not Remove Cover Plate)
8. Water service entrance, if possible
9. Any other conduits that may enter the building not mentioned above.
10. Basementless Buildings: crawl spaces, or openings below the floor level.

**No Odor Present - No Leak Found**

If no leak is found, it is important that the technician on the initial leak investigation determine if the customer was aware of a GAS odor or if it was a false leak complaint.

**Odor Present - Source Not Found**

In situations where gas is detected but the source cannot be located, contact area Supervisor or Supervisor on duty and request further assistance. When there is a faint gas odor and the CGI shows no indication of gas on the instrument in the free air of any part of the building, a complete investigation of meter and fuel line piping should be made.

**Odor Present - Source Found**

1. Leaking from outside premises with readings of 1% or above in the free air.

**Follow "Combustible Readings" Section 19-5 Above**

2. Leaking from outside premises with readings of less than 1% in the free air.

If the CGI readings indicate that gas is migrating inside a building from an outside source:

- a. Shut off service to building at curb, if possible.
- b. Ventilate building
- c. Notify Leak Department Supervisor and Central Dispatching. Technician should have Central Dispatching notify their area Supervisor or the Supervisor on duty.
- d. Monitor premises and surrounding areas until Leak Department crew arrives. After Leak Department arrives and is advised of problem, continue to monitor premises and surrounding areas for migrating gas.

**Note:** When a CGI reading is obtained from underground sources it is the primary function of S.A.I.D. to determine the extent that the gas is migrating and the impact of the migration to cause a potential emergency situation(s). It is the primary function of the Leak Department to locate the source and repair the underground leaks. Even after the Leak Department arrives and is advised of the problem, continue to monitor premises and surrounding areas for migrating gas until released by Supervision.

3. Leaking from Laclede's facilities:

Any leak found on a lock cock, service riser, regulator, meter, header or any of Laclede's facilities on the premises must be repaired.

(See Special Curb Box Inspection, Section 19-12)

4. Leaking from customer's equipment:

Advise customer that Laclede can make repairs on a time and material basis. If a customer is a tenant, get owner's approval before beginning repairs. When an approval for repairs is not obtained, try to isolate leak so the customer can use gas and have at least one appliance functioning. If this can be done, issue a "Hazardous Appliance Report" (F-627) for the leaking section of fuel line.

Issued: 6-2000

Revise: 1-03

**LEAK INVESTIGATIONS**

Section 19-11

**Odor Present – Source Found - continued**

**5. Leaking from a concealed location:**

When a leak is in a concealed fuel line and this fuel line cannot be isolated from fuel lines to other appliances, or there is only one fuel line, shut off the gas at the meter. The meter must be locked and a "Hazardous Appliance Report" (F-627) issued to the customer. Notify Central Dispatching if this action could result in a severe hardship to the customer.

If the meter test hand registers movement where concealed fuel lines are involved-isolate meter and regulator from fuel lines, then use a manometer (U gauge) to pressure test fuel lines.

If possible isolate concealed fuel lines from exposed fuel lines. Be sure that the leak is in the area that is considered concealed. All accessible fuel lines should be checked thoroughly.

The amount of leakage should be noted in the Serviceman's remarks sections on the back of the CIS form.

If significant property damage (ex....broken water lines in freezing temperatures) could result from this action first contact the on-site maintenance personnel. If unavailable, contact the area supervisor or supervisor on duty.

After making leak repairs or isolating any leaking fuel lines and/or appliances:

1. Use manometer to ensure that system is gas safe.
2. Light and check all appliances for gas safe operation.
3. Make sure all sources of escaping gas have been eliminated.
4. Check for excessive gas pressure-greater than 8 1/2" W.C. on Low Pressure System and abnormal lock-up on other systems. Do not overlook the possibility of a creeping regulator.
5. Notify Central Dispatching and Systems Control of any abnormal service pressures.

**Investigation Completion**

Never leave the site of an inside leak complaint until:

- A. leak has been repaired,
- B. or meter or service has been shut off, or
- C. odor is determined to be other than natural gas, or
- D. a complete investigation shows all tests inside and outside to be negative.
- E. If a gas odor or other odor is still present contact your Supervisor.

When standing by for assistance, continuous monitoring of area shall be performed until situation has been corrected and released by Supervision.

Note: When a CGI reading is obtained from underground sources it is the primary function of S.A.I.D. to determine the extent that the gas is migrating and the impact of the migration to cause a potential emergency situation(s). It is the primary function of the Leak Department to locate the source and repair underground leaks. Even after the Leak Department arrives and is advised of the problem, continue to monitor premises and surrounding areas for migrating gas until released by Supervision.

**Special Curb Valve Inspection**

**Inside Meter - Leak Repair is made - Medium or higher service pressure**

If a leak repair is made where there is an inside meter which is supplied by a medium or higher service pressure, an inspection of the curb box must be performed. This inspection consists of making sure the curb box is up to grade, clear of debris, and that a curb key will fit on the lug of the curb cock. Do Not Turn the Curb Cock Lug!

**Leak Investigation - Outside**

Note: When a CGI reading is obtained from underground sources it is the primary function of S.A.I.D. to determine the extent that the gas is migrating and the impact of the migration to cause a potential emergency situation(s). It is the primary function of the Leak Department to locate the source and repair underground leaks. Even after the Leak Department arrives and is advised of the problem, continue to monitor premises and surrounding areas for migrating gas until released by Supervision.

CHANNEL_SEIZU RE_DT	AT_CALL_DUR ROUND_MIN	CALL_TO_CITY_DESC	AT_CHARGE_AM T_INCL_IM	USAGE_PAC_CODE	BILL_PRESENT ATION_NO
20061219151209		1 ST LOUIS	0.4	3143420810	3143420810
20061219125902		9 ST LOUIS	3.6	3143420810	3143420810
20061219125841		1 CREVECOEUR	0.4	3145754879	3145754879
20061219103929		1 ST LOUIS	0.4	3143420835	3143420835
20061219102916		4 ST LOUIS	1.6	3147218448	3147218448
20061219101524		7 ST LOUIS	2.8	3147218448	3147218448
20061219095515		3 ST LOUIS	1.2	3143420810	3143420810
20061219092902		2 ST LOUIS	0.8	3143420810	3143420810
20061219082101	1.0666	DELLWOOD,MO	0	BERKELEY,MO	140*1089
20061219082339	18.6	DELLWOOD,MO	0	BERKELEY,MO	140*1089
20061219083310	0.4666	BERKELEY,MO	0	BRECKENRIDGE H,MO	140*1089
20061219084622	5.2	CREVE COEUR,MO	0	UNIVERSITY CIT,MO	140*1089
20061219093444	1.7	BRECKENRIDGE H,MO	0	UNIVERSITY CIT,MO	140*1089
20061219093554	2.6332	BRECKENRIDGE H,MO	0	UNIVERSITY CIT,MO	140*1089
20061219095925	9.0666	BRECKENRIDGE H,MO	0	CLAYTON,MO	140*1089
20061219102536	7.3332	HAZELWOOD,MO	0	BEL-RIDGE,MO	140*1089
20061219103406	3.7332	HAZELWOOD,MO	0	BEL-RIDGE,MO	140*1089
20061219105316	1.3	ST. LOUIS,MO	0	BEL-RIDGE,MO	140*1089
20061219114239	0.6332	ST. LOUIS,MO	0	BEL-RIDGE,MO	140*1089
20061219114552	0.3666	O'FALLON,MO	0	BRECKENRIDGE H,MO	140*1089
20061219125126	15.8332	VALLEY PARK,MO	0	BEL-RIDGE,MO	140*1089
20061219131010	0.8666	SAINT PETERS,MO	0	BEL-RIDGE,MO	140*1089
20061219132025	6.0666	DELLWOOD,MO	0	BERKELEY,MO	140*1089
20061219143935	25.3666	BELLEFONTAINE ,MO	0	BERKELEY,MO	140*1089

EXHIBIT

tabbles

1/23/07 88C



REVIEW ORDER REASON

(F)ield (R)outed (D)ispatched: **D**  
 Grid No. **13666**  
 Date Scheduled  
 AM PM AL

Office Located  
 Order No. **061230063** Dist. Area  
 Account No. **351568-001**  
 Meter No. **113898**  
 Meter Size **175 AM** Loc. **I/ANK**

SERVICE INFORMATION: Tee **2 NSHL** Main **13 ECL**  
 Curb Box **EECL** Riser Service  
 Material **p** Branch Service

Leak Information  
 Leak # Class  
 Location  
 Detected Gas:  
 Source of Gas:

REQUIRED INSPECTIONS: **SEE / CBS**

Name **S. Thomasson**  
 Service Address  
 Township **1544 SALINO DR**  
 Special Inst:  
 Special Inst:

Soc. Sec. No.  
 Cust Phone  
 Owner/Tenant

JOB DESCR. **TBL 42**

**EXHIBIT**

**9:39**  
**9:56**

**8**  
**1/23/07 98C**

Ordered By

OFFICE USE ONLY: Date Taken Time Taken Operator  
 Mailing Address City ST ZIP  
 Meter Sets: Town Code Route ZIP  
 Rate Revenue Class Norm Add Tax Code  
 SVC Press Geographic Location  
 MTR Press DEL Press Demand Branch Service

( ) CHECK IF EXTRA FIELD WORK DONE. SEE REVERSE FOR COMPLETED INFORMATION.

Main Meter COMPLETION INFORMATION

Old Meter No. **000113898**  
 Device Number  
 No. of Dials: **4**  
 Location: **INSIDE/ANK** Size: **175 AM**

New Meter No. \_\_\_\_\_  
 Device Number \_\_\_\_\_  
 No. of Dials: \_\_\_\_\_  
 Location: \_\_\_\_\_ Size: \_\_\_\_\_

D.R. METER REPORT

Meter Found DR Not DR  
 Device Found DR Not DR

CURRENT METER READING:



NEW METER READING:



INDEX READING

Mult

INDEX READING

Mult

Top/Front/Meter **0317** /  
 Bot/Rear/Device /  
 Veeder /  
 HIGH/LOW READINGS FROM SYSTEM: Low High Verified

ORDER STATUS **C** EMPLOYEE NUMBER **7014** DATE COMPLETED **12-19-06** TIME START **1010** TIME COMPLETE **1300**  
 Service Person Signature **Boyle**  
 Comment

## GAS METER INSPECTION

APPLIANCES	LIT	OK	VENT
RANGE	Electric		
WATER HTR	X	X	X
TEMP. SETTING	LOW <input type="checkbox"/>	NORMAL <input checked="" type="checkbox"/>	HOT <input type="checkbox"/>
SPACE HTR			
CENTRAL HH	X	X	X
DRYER	X	X	
AIR COND			
GAS LIGHT			
GRILL			
OTHER			

METER FOUND: On X Off \_\_\_\_\_  
Locked \_\_\_\_\_ Off At Curb \_\_\_\_\_  
No Access \_\_\_\_\_

METER LEFT: On Same Customer X  
On New Customer \_\_\_\_\_ Off \_\_\_\_\_  
Locked \_\_\_\_\_ Off At Curb \_\_\_\_\_  
Removed \_\_\_\_\_ No Access \_\_\_\_\_  
P.T. OK  
SPOTTED METER \_\_\_\_\_ No Access \_\_\_\_\_

Not Required \_\_\_\_\_

Inside 00 %  
Outside 00 % Control No. \_\_\_\_\_  
Expb 0 %

Or Reason Not Taken \_\_\_\_\_

Or Reason Not Taken \_\_\_\_\_

Or Reason Not Taken \_\_\_\_\_

**Inside Set Inspection (Circle One):**

Inspected Accessible Gas Piping-OK:

Or Explain \_\_\_\_\_

A B C D E No Access \_\_\_\_\_

Yes X No Access \_\_\_\_\_

JOBGING CHARGED CODE:		SEE BELOW		
ADDRESS				
SERVICE CHARGE	WORK CODE	START TIME	END TIME	DATE COMP.
1ST TRIP				
CUST. SIGNATURE				
2ND TRIP				
CUST. SIGNATURE				

[illegible]

HOUSE SALE INSPECTION REPORT Y/NO \_\_\_\_\_  
MARK APPLIANCES YES=Y NO=NO

02 CENTRAL HH  
04 WATER HEATER  
03 RANGE  
08 DRYER  
02 ROOM HEATER  
07 GRILL  
06 GAS LIGHT  
05 AIR COND.  
09 FUEL RUNS O.K.  
09 CONNECT  
01 HSI  
11 MISC.

The Liability, if any, of Laclede Gas Company for any and all property damages in connection with the performance of the inspection referred to herein (including, but not limited to, any assertion that anyone is required to pay for any new appliances because of Laclede Gas Company's alleged improper or negligent performance of such inspection) shall in every case be limited to an amount equal to the charges made by Laclede Gas Company for such inspection.

INSPECTED BY \_\_\_\_\_

DATE \_\_\_\_\_ TOTAL \_\_\_\_\_

SERVICEMAN'S REMARKS AND HSI OTHER COMMENTS odor in home 30 on L.E.L. scale.  
Made GAS safe EVACUATED home, FOUND & REPAIRED LEAKING INSULATED UNION  
ON INSIDE COMPANY FACILITIES, COULD HEAR LEAK FROM UNION, FOREMAN SWAK ALS, MRC  
AND WITNESSAL ALL GAS LIFT ON. RIGHT COMPLETED, ALL OK.  
NO EXPANDED SURVEY REQUIRED; CULB BOX SURVEY FAILED 686 ISSUED TO REPAIR.

CHG MTL ONLY \_\_\_\_\_ CHG PER MIN \_\_\_\_\_ SPEC. CHG. \_\_\_\_\_ FOREMAN APPROVAL \_\_\_\_\_

☐ **(FOR TURN-ONS ONLY):** The undersigned applies for gas to be served to this address and agrees to use same in accordance with authorized rate schedules, rules and regulations. This contract to remain in force until the customer revokes it by written or verbal notice, given three days in advance of date to be discontinued.

☐ **(FOR TURN-OFFS ONLY):** I hereby request the gas company not to discontinue the supply of gas in my name at the premises mentioned on the reverse side of this order. I also certify that I am or represent the same person who previously applied for service, and whose name appears on the face of this order.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_ SS #. \_\_\_\_\_

Date Moved In \_\_\_\_\_

Date \_\_\_\_\_ SS #. \_\_\_\_\_