



Oregon Public Utility Commission
Incident Activity Log, 2016 10-19 NW Natural 23rd & Glisan; Appendix A

The purpose of this activity log is examine events leading up to the federal and state reportable incident at NW 23rd and NW Glisan on October 19, 2016. The log also contains description of utility operations, coordinated emergency response and post incident activities. **Note – Times are provided from reports, interviews, dispatch logs and other documents reviewed. All other sequential activities are noted with date only, when an actual time could not be verified from the records.

Activity #	Date - Time	Entity	Person/Position	Activity Description	Document Description
1	5/9/2016	City of Portland	Donovan Grabowski	issues revocable permit to open street: to PGE Central to open street in NW Glisan between 22 nd Ave 23 rd Ave for construction of or repair of poles and electric line. City permit #65193 and utility reference # M1788170.	Permit to open street granted with conditions for PGE work
2	6/26/2016	Portland General Electric	Tanya Mitchell	gives notice to One Call Center by calling 811 for proposed excavation on NW Glisan and NW 23 rd Ave to install poles which includes the following location of work: ON NORTH SIDE OF RD, IN FRONT OF THE PORTLAND BAGEL COMPANY. LOCATE 15FT RADIUS AT STAKE FOR NEW POLE 1.	Oregon One Call Ticket # 16161229
3	7/1/2016	Portland General Electric	John Havens	attended preconstruction conference with PGE, LCP Bremik Construction. Discussed various aspects including timing.	Inspection notes from PGE employee John Havens on Jobs M1788170 and M2105271
4	7/12/2016	Loy Clark Pipeline	Paul Vonruden	gave notice to One Call Center by calling 811 for proposed excavation to install electric primary and service including vaults. Work being done for: PGE Location of work: EXCAVATION SITE IS ON THE E SIDE OF THE ROAD. SITE STARTS AT THE E SIDE OF THE ABV INTER AND CONTINUES APX 175FT E MARK BOTH SIDES OF THE RD FOR APX 75FT E THEN ONLY THE S SIDE FOR APX 100FT E AT THE ABV SITE Remarks: AREA IS MARKED IN WHITE.	Oregon One Call Ticket # 16173103 and audio recording with OUNC customer service representative
5	7/14/2016	Locating Inc.	Dennis Stepanuk	located and marked underground facilities including 1" Gas service line to meter bank between Dosha Salon and Bagelworks (see photo 2).	Locating Inc. Ticket Detail 16173103 and attached photos of markings
6	7/14/2016	Portland General Electric	Crew	Per Jarrod Morrison installed new pole "PL-1" to run secondary power for overhead service to Bagelworks and underground cable to Vault (VT)-95 Serving Dosha Salon.	PGE activity at the intersection of NW 23 rd and NW Glisan

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7	7/19/2016	Portland General Electric	John Havens	met contractor Loy Clark on-site for commencement of the trenching for three 4" conduit runs from vault VT95 approximately 32 feet to stub up at pole PL1.	Inspection notes from PGE employee John Havens on jobs M1788170 and M2105271
8	7/20/2016	Portland General Electric	John Havens	returned onsite for commencement for the trenching from VT-95 to pole PL1.	Inspection notes from PGE employee John Havens on jobs M1788170 and M2105271
9	7/21/2016	Portland General Electric	John Havens	approved conduit for depth, material and backfill only.	Inspection notes from PGE employee John Havens on jobs M1788170 and M2105271
10	7/22/2016	Portland General Electric	John Havens	inspected trenching across street and section from VT95 to PL1 was backfilled and paved or plated.	Inspection notes from PGE employee John Havens on jobs M1788170 and M2105271
11	7/26/2016	Portland General Electric	John Havens	onsite for various inspections of other trenching and vault installs on M2105271 on south side of NW Glisan for approval to backfill. Vault VT6 was still not installed and needed to wait until the building site had been excavated by the general contractor, so the 390 task for this job has not been completed/closed.	Inspection notes from PGE employee John Havens on jobs M1788170 and M2105271
12	7/27/2016	Portland General Electric	John Havens	onsite for various inspections of other trenching and vault installs on M2105271 on south side of NW Glisan for approval to backfill. Vault VT6 was still not installed and needed to wait until the building site had been excavated by the general contractor, so the 390 task for this job has not been completed/closed.	Inspection notes from PGE employee John Havens on jobs M1788170 and M2105271
13	7/28/2016	Portland General Electric	John Havens	onsite for various inspections of other trenching and vault installs on M2105271 on south side of NW Glisan for approval to backfill. Vault VT6 was still not installed and needed to wait until the building site had been excavated by the general contractor, so the 390 task for this job has not been completed/closed.	Inspection notes from PGE employee John Havens on jobs M1788170 and M2105271

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14	9/1/2016	Portland General Electric	Jarrod Morrison	performed the scheduled shutdown on Doshia Salon and Portland Bagelworks. PGE pulled new wire from PL-1 to VT-95, hung the transformer bank, and rerouted the overhead feed to Portland Bagelworks.	PGE activity at the intersection of NW 23 rd and NW Glisan
15	9/7/2016	City of Portland	Donovan Grabowski	issues permit to open street: to Comcast West Central to open street in NW Glisan St between 22 nd Ave 23 rd Ave, NW Glisan between 23 rd Ave and 24 th Ave for construction of or repair of a utility vault and telecommunications. City Permit #65996 and Utility Reference # 50183.	Permit to open street granted for Comcast work
16	9/12/2016	Loy Clark Pipeline	Dave Standley	gives notice to One Call Center by calling 811 for proposed excavation on NW Glisan and NW 23 rd Ave to replace telecommunications and CATV mainline which includes the following location of work: SITE BEGINS AT ABV INTER MARKING W APX 300 FT ALONG <u>S</u> SIDE OF GLISAN. AREA MARKED IN WHITE.	Oregon One Call ticket # 1622904 and audio recording with OUNC customer service representative
17	9/13/2016	Locating Inc.	Nadyah Qualz	located and marked underground facilities.	Locating Inc. ticket detail 16229204 and attached photos of markings
18	9/15/2016	USIC	Chad Erwart	located and marked underground facilities; Sent positive response via email to Loy Clark Pipeline.	USIC Ticket Detail 16229204 with photos of markings
19	10/19/2016 0715	Loy Clark Pipeline	Garrett Dees	Crew was onsite at approximately to 0715 to install a junction box for Comcast on the <u>north</u> side of NW Glisan next to PGE Pole -1 in between Doshia Salon and Portland Bagelworks.	OR - OSHA Interview - Lead by investigator Paulo Pinto
20	10/19/2016 0815	Loy Clark Pipeline	Jeff Ceballos	Crew commenced work.	OR - OSHA Interview - Lead by investigator Paulo Pinto
21	10/19/2016 0848	Loy Clark Pipeline	Jeff Ceballos	notified NW Natural gas of damaged gas line.	OR - OSHA Interview - Lead by investigator Paulo Pinto

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22	10/19/2016	Loy Clark Pipeline	Jeff Ceballos	photographed the immediate area of excavation after hitting the line.	OR - OSHA Interview - Lead by investigator Paulo Pinto; OR- OSHA requested all pictures taken by Loy Clark personnel.
23	10/19/2016 0851	NW Natural	Emergency Call Center	Per Joe Karney the Emergency Call Center received report of damage from Loy Clark Pipeline crew.	NW Natural first responder timeline to OPUC
24	10/19/2016 0857	NW Natural	Emergency Call Center	Per Joe Karney, Emergency Call Center received report of odor call for 500 NW 23 rd Ave.	NW Natural first responder timeline to OPUC
25	10/19/2016 0900	NW Natural	Ron Springer	received dispatch from NW Natural Resource Management Center - Emergency Damage Order, NW 23 rd and NW Glisan; gas is blowing.	NW Natural first responder timeline to OPUC; OPUC NW Natural incident interview notes - Ron Springer
26	10/19/2016 0902	NW Natural	Ron Springer	en route from 220 NW Second Ave - Portland, Oregon.	NW Natural first responder timeline to OPUC; OPUC NW Natural incident interview notes - Ron Springer
27	10/19/2016 0902	NW Natural	Marco Moreno	received dispatch from NW Natural Resource Management Center - Emergency Assist Order for construction crew.	NW Natural first responder timeline to OPUC; OPUC NW Natural incident interview notes - Marco Moreno
28	10/19/2016 0906	NW Natural	Eric Radar	received dispatch from NW Natural Resource Management Center - inside odor call.	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Eric Rader
29	10/19/2016 0906	NW Natural	Eric Radar	from SW Humphrey and SW Patton - Portland, Oregon.	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Eric Rader
30	10/19/2016 0907	9-1-1 Dispatch	Kelly Martinez	Receives call from Loy Clarke personnel, Jeff Ceballos; HIT 1 INCH STEEL GAS LINE... HEARING LOUD ROARING OUT OF SHUT OFF VALVE.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 1)

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31	10/19/2016 0908	Portland Fire and Rescue	CT4	dispatched fire crews.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 1)
32	10/19/2016 0910	NW Natural	Ron Springer	arrives onsite – Field Support. Meets Loy Clark Pipeline crew lead discussed the scene and evacuation status for tattoo shop upstairs.	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Ron Springer
33	10/19/2016 0912	Portland Fire and Rescue	CT4	Portland Fire and Rescue arrives on scene.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 1)
34	10/19/2016 0912	NW Natural	Marco Moreno	construction crew lead by Marco Moreno, calls NW Natural dispatch, then supervisor to get more information about the how the system is fed. Supervisor identified service line and valve at 22 nd .	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Marco Moreno
35	10/19/2016	NW Natural	Ron Springer	meets with Portland Fire and Rescue onsite gives briefing. They walk to the Portland Bagelworks and steps inside. NW Natural Leakage equipment alarm sounds. Portland Fire and Rescue's gas monitor sounds. Portland Fire and Rescue asks Ron Springer, "Evacuate?" Mr. Springer said, "Yes, right now."	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Ron Springer
36	10/19/2016 0915	Portland Fire and Rescue	Engine 3	reports to incident command - per NW Natural, address 2281 NW Glisan is clear of gas. The building on the corner of NW 23 rd and NW Glisan has reports of gas, going to evacuate the building. Building with gas is 500 NW 23 rd .	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 2)
37	10/19/2016 0916	Portland Fire and Rescue	Engine 3	reports to incident command - readings on Greger is 45% gas and withdrawing crews now. Occupants being evacuated.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 2)
38	10/19/2016 0916	Portland Fire and Rescue	Engine 3	reports to Command 4, confirms the gas line break is external, not sure how the avenue of gas travel, coffee shop at 500 is clear, upper units with gas in them.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 2)

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39	10/19/2016 0919	Portland Fire and Rescue	Command 4	instructs to pull fire alarm to expedite evacuation.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 2)
40	10/19/2016 0919	Portland Fire and Rescue	Engine 3	Pulling fire alarm per incident command.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 2)
41	10/19/2016	Portland Fire and Rescue	Command 4	to incident command - assumes NW Glisan incident command from Truck 3.	9-1-1 Bureau of Emergency Communications: Audio Recording
42	10//2016	Portland Fire and Rescue	Command 1	to Command 4 - arrives on site and takes safety.	9-1-1 Bureau of Emergency Communications: Audio Recording
43	10/19/2016 0923	Portland Fire and Rescue	Command 4	reports to Command 1 - Confirms address of break is at 2281 NW Glisan.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 2)
44	10/19/2016	Portland Fire and Rescue	Command 4	to Dispatch - notify PGE of possible response to shut down power to block.	9-1-1 Bureau of Emergency Communications: Audio Recording
45	10/19/2016 0923	NW Natural	Marco Moreno	construction crew lead by Marco Moreno arrives onsite. Parks at or near 2267 NW Glisan.	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Marco Moreno
46	10/19/2016	NW Natural	Marco Moreno	talked with Loy Clark Crew lead about the leak. Crew lead indicated to Marco, he barely bumped the line.	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Marco Moreno

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47	10/19/2016	NW Natural	Ron Springer	briefed Marco Moreno Construction Crew, "Don't go into the plume without your B-gear. You can't get to the meters they are in the plume."	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Ron Springer
48	10/19/2016	NW Natural	John Wise	assists Eric Brady on suiting up in personal protective equipment B-Gear. Began setting out equipment and tools to stop the flow of gas. Staged area in front of Doshia Salon 2281 NW Glisan. Steel squeezers, curb valve key, fire extinguisher, O2 tank and airline. Wait for orders from crew lead, Moreno.	OPUC NW Natural incident interview notes - John Wise
49	10/19/2016 0925	NW Natural	Eric Radar	arrives onsite - Customer Service Field Technician.	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Eric Rader
50	10/19/2016 0925	Portland Fire and Rescue	Engine 15	reports to Command 4 - NW Natural Gas is onsite.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 2)
51	10/19/2016 0926	Portland Fire and Rescue	Engine 6	reports to command 4 - 2 nd story Tattoo Parlor is all clear now. Command 4 asks for any readings to clear those buildings. Engine 6 will check first floor buildings.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 2)
52	10/19/2016 0927	Portland Fire and Rescue	Command 4	requests Truck 3B to gain access 2281 just east of break and make sure that is evacuated.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 3)
53	10/19/2016 0928	Portland Fire and Rescue	Command 4	checks with E3 apparatus to confirm water supply.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 3)
54	10/19/2016 0929	Portland Fire and Rescue	Command 4	requests Engine 3 to talk with NW Natural and show them where they got readings and see if NW gets the same thing. Incident Command want to be sure they got true reading, NW Natural as the better monitors.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 3)

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55	10/19/2016	Portland Fire and Rescue	Engine 3	reports to Incident Command, NW Natural is going into take another reading.	9-1-1 Bureau of Emergency Communications: Audio Recording
56	10/19/2016	NW Natural	Eric Radar	went to take another reading with Springer at the front door of 500 NW 23 rd . Measurement indicated more than 2% gas.	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Eric Rader
57	10/19/2016	NW Natural	Eric Radar	gives update to NW Natural construction crew staged in front of 2281 NW Glisan, recommended moving back.	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Eric Rader
58	10/19/2016	NW Natural	Marco Moreno	talks with Eric Rader; Rader recommended not going there, 2% in the building.	NW Natural First Responder timeline to OPUC; OPUC NW Natural incident interview notes - Marco Moreno
59	10/19/2016 0931	Portland Fire and Rescue	Engine 3	reports to Incident Command, readings on corner building more than 2% gas and NW Natural advises backing up.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 3)
60	10/19/2016 0931	Portland Fire and Rescue	Command 4	to all responders - NW Natural gas IS GETTING HIGH READINGS ON THE CORNER BLDG... will back up and push the perimeter back.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 3)
61	10/19/2016	Portland Fire and Rescue	Command 4	per incident command 4 - Engine 3 repositioning tact line, Command 4 wants them off the building in question.	9-1-1 Bureau of Emergency Communications: Audio Recording
62	10/19/2016	Portland Fire and Rescue	Command 4	requests dispatch - to expedite PGE notification, looking at targeting shutting off power 500 NW 23 rd block so they get an update at what they are looking at with this gas leak.	9-1-1 Bureau of Emergency Communications: Audio Recording
63	10/19/2016	9-1-1 Dispatch	Dispatch	to Command 4 - Copy, they (PGE) were coming that direction and they were expedited but will send updated information.	9-1-1 Bureau of Emergency Communications: Audio Recording

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64	10/19/2016 0932	Portland Fire and Rescue	Engine 6	reports to command 4 - 526 Moonstruck Chocolate is clear. Command 4 Copies. Confirms order.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 3)
65	10/19/2016	Portland Fire and Rescue	Command 4	Command to Engine 6 - have those people evacuate and evacuate this block for the time being.	9-1-1 Bureau of Emergency Communications: Audio Recording
66	10/19/2016 0933	Portland Fire and Rescue	Truck 3B	reports to Incident Command, 2281 is completely clear of gas, zero on monitor and full building is evacuated, unable to access 4 th floor.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 3)
67	10/19/2016 0933	Portland Fire and Rescue	Command 4	Directs Truck 3B to continue to evacuate eastbound.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 3)
68	10/19/2016 0935	Portland Fire and Rescue	Command 4	per incident to Engine 6 - pull fire alarm to help evacuate quicker at 530 NW 23 rd .	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 3)
69	10/19/2016	Portland Fire and Rescue	Truck 3B	reports to Command 4 - NW Natural would like a charged hose line to the hole.	9-1-1 Bureau of Emergency Communications: Audio Recording
70	10/19/2016	Portland Fire and Rescue	Command 4	Incident Command to Engine 3 apparatus go ahead and charge that bulk hose and Engine 3B - They are getting ready to make entry, go ahead and charge that line and man it.	9-1-1 Bureau of Emergency Communications: Audio Recording
71	10/19/2016	Portland Fire and Rescue	Engine 3 Apparatus	to Engine 3B - let know when ready.	9-1-1 Bureau of Emergency Communications: Audio Recording
72	10/19/2016	Portland Fire and Rescue	Command 4	to Engine 15 - send crew to backup.	9-1-1 Bureau of Emergency Communications: Audio Recording
73	10/19/2016	9-1-1 Dispatch	Dispatch -11	per 831 - 3 huge explosions - Mayday Alert.	9-1-1 Bureau of Emergency

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	at 0938				Communications: Dispatch Log and Audio Recording (page 3)
74	10/19/2016 0939	9-1-1 Dispatch	Dispatch -11	(811) - GAS LINE BLEW.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 4)
75	10/19/2016	NW Natural	Marco Moreno	grabs valve key and runs to shut off main feed at NW 22 nd and NW Glisan.	OPUC NW Natural incident interview notes - Marco Moreno
76	10/19/2016	NW Natural	First Responders	Begins personnel check to be sure all NW Natural first responders are accounted for.	OPUC NW Natural incident interview notes - Bryan Baxter
77	10/19/2016 0939	9-1-1 Dispatch	Dispatch -11	(811) Fire to set up command post and advise where they want medical, firefighters down.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 4)
78	10/19/2016 0941	9-1-1 Dispatch	CT4	asks Command - What do folks do when calling in. Evacuate. Stay down. What is happening?	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 4)
79	10/19/2016 0941	Portland Fire and Rescue	Truck 3	reports to command - Victim down from second floor and one firefighter down across the street on the corner from the apartments.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 4)
80	10/19/2016 0941	Portland Fire and Rescue	Command 4	to Truck 3 - copies, notifies location of Triage at NW 23 rd and Burnside.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 4)
81	10/19/2016 0942	Portland Fire and Rescue	Truck 3B	reports to Command 4 - Firefighter down possible broken leg and (inaudible) transmission line.	9-1-1 Bureau of Emergency Communications: Audio Recording
82	10/19/2016	Portland Fire and Rescue	Truck 3B	to Command 4 - Staying here on huge powerlines, three transmission lines down on the corner.	9-1-1 Bureau of Emergency Communications: Audio

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					Recording
83	10/19/2016	Portland Fire and Rescue	Command 4	to Dispatch - Have power (PGE) come in off NW Glisan, going to need whole area shut down as much as we can.	9-1-1 Bureau of Emergency Communications: Audio Recording
84	10/19/2016 0944	Portland Fire and Rescue	Command 1	to Command 4 - Requests a Personnel Accountability Report (PAR) to be sure all firefighters are accounted for.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 4)
85	10/19/2016	Portland Fire and Rescue	Command 4	to Truck 3B - requests PAR.	9-1-1 Bureau of Emergency Communications: Audio Recording
86	10/19/2016 0944	Portland Fire and Rescue	Truck 3B	to Command - Confirms all PAR.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 5)
87	10/19/2016 0945	Portland Fire and Rescue	Engine 6	to Command - Confirms all PAR.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 5)
88	10/19/2016 0945	Portland Fire and Rescue	Engine 15	to Command - Confirms all PAR.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 5)
89	10/19/2016 0945	9-1-1 Dispatch	Dispatch - SV	reports - PGE notified to come in off NW Glisan.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 5)
90	10/19/2016 0945	Portland Fire and Rescue	Command 1	safety advisory to all companies - Hot powerlines down on the intersection so everyone pay attention to the powerlines as patients are taken care of, and fighting fire.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 5)
91	10/19/2016 0946	Portland Fire and Rescue	Truck 3B	reports to Command - Moved down firefighter across from 2281 NW Glisan out of the way down transmission powerlines.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording

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					(page 5)
92	10/19/2016	Loy Clark Pipeline	Construction Crew Member	takes photograph of firefighter being treated across 2281 NW Glisan.	OR- OSHA requested all pictures taken by Loy Clark personnel. Firefighter being treated (Graphic)
93	10/19/2016	9-1-1 Dispatch	Dispatch 6	to Medical 309 - Access on Flanders St due to down powerlines.	9-1-1 Bureau of Emergency Communications: Audio Recording
94	10/19/2016	Portland Fire and Rescue	Command 1	to Command 4 - checks status on shutting off power.	9-1-1 Bureau of Emergency Communications: Audio Recording
95	10/19/2016	Portland Fire and Rescue	Command 4	to Command 1 - power company is still en route.	9-1-1 Bureau of Emergency Communications: Audio Recording
96	10/19/2016	Portland Fire and Rescue	Command 4	to Dispatch - confirm power company is expedited, Dispatch will ask for ETA. Request power company to shut down this whole area if they can. Whatever they can do to shut down this two block radius.	9-1-1 Bureau of Emergency Communications: Audio Recording
97	10/19/2016 0949	9-1-1 Dispatch	Dispatch	to Command 4 - verifies area NW 22 nd to NW 23 rd and Flanders – Hoyt.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 6)
98	10/19/2016 0952	NW Natural	NW Natural Joe Karney	Gas Off - distribution main closed at 22 nd and NW Glisan.	NW Natural first responder timeline to OPUC
99	10/19/2016 0954	Portland Fire and Rescue	Command 4	Safety advisory to all companies - active powerlines down so be aware while fighting fire.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 6)
100	10/19/2016	Portland Fire and Rescue	Command 4	Safety advisory to all companies - active powerlines down so be aware while fighting fire.	9-1-1 Bureau of Emergency Communications: Audio Recording

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101	10/19/2016	Portland Fire and Rescue	Command 1	to Command 4 - asks to find out if gas is shut off.	9-1-1 Bureau of Emergency Communications: Audio Recording
102	10/19/2016	Portland Fire and Rescue	Command 4	to Command 1 - has not heard from NW Natural for sure if gas has been shut off.	9-1-1 Bureau of Emergency Communications: Audio Recording
103	10/19/2016	Portland Fire and Rescue	Command 4	to Dispatch - try to coordinate verification with NW Natural.	9-1-1 Bureau of Emergency Communications: Audio Recording
104	10/19/2016 0955	9-1-1 Dispatch	Dispatch 3	reports - NW Natural getting all the gas shut off at NW 22 nd to NW 23 rd and Flanders to Hoyt.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 6)
105	10/19/2016 0956	Portland Fire and Rescue	Command 1	to Command 4 - need to confirm safety of gas company personnel.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 7)
106	10/19/2016 1000	9-1-1 Dispatch	Dispatch 2	reports - NW Natural is working on contacting all of their crew members now, have made contact with most, still a few outstanding, will call with confirmation when all have been located.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 7)
107	10/19/2016 1003	9-1-1 Dispatch	SV 4	reports - per NW Natural Gas, gas can be shut off from 22 nd to 23 rd .	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 7)
108	10/19/2016 1004	9-1-1 Dispatch	Dispatch 2	reports - NW Natural Emergency Operations Center number is 503 226-4211 Ext. 3005.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 8)
109	10/19/2016 1006	Portland Fire and Rescue	Operations	to Command 4 - reports all NW Natural employees accounted for.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 8)

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110	10/19/2016 1012	Portland Fire and Rescue	Command 1	to Operations - reports all NW Natural employees that were assigned here have been accounted for according to Supervisors. Gas has been shut off that runs up NW Glisan. Command 1 requested they go to the north and shut NW 23 rd between NW Glisan and Hoyt from a safe location.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 9)
111	10/19/2016 1015	Portland Fire and Rescue	Command 1	to Command and Operations - reports there may be potential gas still running in the system. NW Natural is checking.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 9)
112	10/19/2016	Portland Fire and Rescue	Operations	to Command 1 - asks for status on power company (PGE).	9-1-1 Bureau of Emergency Communications: Audio Recording
113	10/19/2016	Portland Fire and Rescue	Command 1	to Operations - reports not seeing anyone from the power company yet and verified his location, NW Glisan Street.	9-1-1 Bureau of Emergency Communications: Audio Recording
114	10/19/2016	Portland Fire and Rescue	Command 1	to Operations - reports another concern is gas services disrupted to adjoining buildings from the point of ignition to all directions. Need to check inside.	9-1-1 Bureau of Emergency Communications: Audio Recording
115	10/19/2016 1020	OPUC	NW Natural Joe Karney	to OPUC Gas Safety Staff - notified of incident with release of gas, explosion and injuries.	OPUC group email
116	10/19/2016 1022	Portland Fire and Rescue	Truck 3B	to Command 4 - requests issuing an warning for the down powerlines, numerous people are crossing the red danger tape a NW 23 rd and NW Glisan.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 11)
117	10/19/2016	Portland Fire and Rescue	Command 4	to dispatch - requests alert notice.	9-1-1 Bureau of Emergency Communications: Audio Recording
118	10/19/2016	Portland Fire and Rescue	Command 4	to Companies - "We have powerlines down that are still hot at NW 23 rd and NW Glisan they are marked with tape stay away from that area do not cross the lines."	9-1-1 Bureau of Emergency Communications: Audio Recording

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119	10/19/2016 1023	Portland Fire and Rescue	Command 1	to Operations - reports, will come back up to NW 23 rd and NW Glisan, might need a second safety officer. Also update on gas. The gas on NW Glisan between 22 nd to the top (West), that line is shut down and from NW 23 rd to Hoyt, a block each way. Only residual gas is left in the piping.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 11)
120	10/19/2016 1028	OPUC	Gas Safety Staff	to all OPUC staff - informed utility safety group of incident. Gas Safety en route.	OPUC group email
121	10/19/2016	Portland Fire and Rescue	Operations	to Command 1 - second safety officer will come for a consolation.	9-1-1 Bureau of Emergency Communications: Audio Recording
122	10/19/2016	Portland Fire and Rescue	Command 4	to squad 1 - advises of down powerlines at NW 23 rd and NW Glisan.	9-1-1 Bureau of Emergency Communications: Audio Recording
123	10/19/2016	Portland Fire and Rescue	C13B	to Command 4 - reports confirmed with gas company there is no gas in adjacent buildings.	9-1-1 Bureau of Emergency Communications: Audio Recording
124	10/19/2016	Portland Fire and Rescue	Command 4	to Operations - requests update on power situation.	9-1-1 Bureau of Emergency Communications: Audio Recording
125	10/19/2016	Portland Fire and Rescue	Operations	to Dispatch - can you get an update on PGE's Response?	9-1-1 Bureau of Emergency Communications: Audio Recording
126	10/19/2016	9-1-1 Dispatch	Dispatch	to Operations - will double check.	9-1-1 Bureau of Emergency Communications: Audio Recording
127	10/19/2016 1042	9-1-1 Dispatch	SV 4	PGE double checking to make sure all power is off, will call back.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 14)
128	10/19/2016 1042	Portland Fire and Rescue	C104	to Operations - status C104 face to face with PGE... 1 block secure and north of power is off to NW Glisan and 21 st to 24 th (Hoyt St Command updating per face to face with PGE).	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 14)

Activity #	Date - Time	Entity	Person/Position	Activity Description	Document Description
129	10/19/2016	Portland Fire and Rescue	Command 4	to C104 - affirmative-are lines down are safe?	9-1-1 Bureau of Emergency Communications: Audio Recording
130	10/19/2016 1043	Portland Fire and Rescue	Operations	to Safety - power has been secured.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 14 & 15)
131	10/19/2016 1045	Portland Fire and Rescue	Operations	to Command - need power representative (PGE) to NW 23 rd and NW Glisan to confirm with Safety.	9-1-1 Bureau of Emergency Communications: Audio Recording
132	10/19/2016 1047	Portland Fire and Rescue	Command 1	to C104 - can you escort a power company rep to NW 23 ^r and NW Glisan. Cannot, last know location SE corner NW 23 rd and NW Glisan. Med can escort/stand down per command.	9-1-1 Bureau of Emergency Communications: Audio Recording
133	10/19/2016 1100	OPUC	Staff	onsite at NW 23 rd and NW Glisan - Made contact with NW Natural Command Bill Baitman received debriefing. Also contacted Ryan Hultgren with Alcohol Tobacco & Firearms (ATF) to determine the location of Portland Fire and Rescue Command.	PHMSA Form 11
134	10/19/2016 1111	OPUC	Staff	Made contact with Portland Fire and Rescue Command - received debriefing from Shon Christensen (HAZMAT). Command requests HAZMAT for meeting on recording.	9-1-1 Bureau of Emergency Communications: Audio Recording
135	10/19/2016	OPUC	Staff	meets with OR-OSHA on site and receives further debrief from Portland Fire and Rescue - Nicole Fuge.	PHMSA Form 11
136	10/19/2016 1111	Portland Fire and Rescue	Operations	to Command - still waiting on rep from PGE to meet on NW 23 rd and NW Glisan. Want to be absolutely sure that lines are dead.	9-1-1 Bureau of Emergency Communications: Audio Recording
137	10/19/2016	Portland Fire and Rescue	Command 4	to C104 - did you lose PGE? Should I request Dispatch to contact PGE? Yes.	9-1-1 Bureau of Emergency Communications: Audio Recording
138	10/19/2016 1111	Portland Fire and Rescue	Command 4	to Dispatch - need a rep from PGE back to NW 23 rd and NW Glisan.	9-1-1 Bureau of Emergency Communications: Dispatch

Activity #	Date - Time	Entity	Person/Position	Activity Description	Document Description
					Log and Audio Recording (page 16)
139	10/19/2016 1112	Portland Fire and Rescue	C500	to Command - Also have a line down at NW 23 rd and Hoyt as well.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 16)
140	10/19/2016 1112	Portland Fire and Rescue	Command 4	to Dispatch - also need PGE at NW 23 rd and Hoyt.	9-1-1 Bureau of Emergency Communications: Dispatch Log and Audio Recording (page 16)
141	10/19/2016 1114	9-1-1 Dispatch	S V4	PGE notified, reps enter to locations requested above.	9-1-1 Bureau of Emergency Communications: Dispatch Log (page 16 & 17)
142	10/19/2016	Portland Fire and Rescue	Operations	to Safety - PGE just abreast of my vehicle all power around immediate perimeter is secure.	9-1-1 Bureau of Emergency Communications: Audio Recording
143	10/19/2016 1116	Portland Fire and Rescue	Command 4	to Operations - confirmation from PGE Safety Officer all power in a block radius is off. All lines concerned are off. Safety confirms broadcast.	9-1-1 Bureau of Emergency Communications: Audio Recording
144	10/19/2016 1120	Portland Fire and Rescue	Rescue Group	to Operations - power company official confirms all lines are dead.	9-1-1 Bureau of Emergency Communications: Dispatch Log (page 17)
145	10/24/2016	OPUC/ OR-OSHA	Staff/ Paulo Pinto	OPUC Safety staff present for OR-OSHA interviewing Loy Clark representatives regarding the incident.	OSHA interview Loy Clark site employee
146	10/26/2016	OPUC	Staff	observed NW Natural performing flow test on immediate affected area. Determined service line was leaking at the curb valve location. Exact flow was unable to be recreated due flow meter pressure limitations.	PHMSA Form 11
147	10/27/2016	OPUC	Staff	observed NW Natural cutting and removing the affected service line from the mainline. NW Natural performed a test on the mainline to establish no other leaks were present prior to reinstating the line. The removed service line was not tested in place.	PHMSA Form 11

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148	10/31/2016	OPUC	Staff	further site investigation into one call tickets requested by Loy Clark.	Oregon One Call ticket # 1622904 and audio recording with OUNC customer service representative
149	11/02/2016	OPUC	Staff	NW Natural meeting inspection of Operation and Maintenance Activities on the Distribution System	PHMSA Form 11
150	11/14/2016	OPUC	Staff	OPUC NW Natural incident interview notes.	OPUC NW Natural incident interview notes – <ul style="list-style-type: none"> • Bryan Baxter • Marco Moreno • Eric Radar • Ron Springer • John Wise
151	11/16/2016	OPUC/ OR-OSHA	Staff/ Paulo Pinto	removed service line inspection - NW Natural Sherwood Operation Center.	2016-10-19 NWN NW 23 rd & NW Glisan Portland Sunset Dist Incid Pipe Inspection