

**PACIFIC GAS AND ELECTRIC COMPANY
San Bruno GT Line Rupture Investigation
Data Response**

PG&E Data Request No.:	CPUC_018-01Supp01-CONF		
PG&E File Name:	SanBrunoGT-LineRuptureInvestigation_DR_CPUC_018-Q01Supp01-CONF		
Request Date:	September 17, 2010	Requester DR No.:	PG&E-01
Date Sent:	October 22, 2010	Requesting Party:	CPUC (CPSD)
		Requester:	Pejman Moshfegh Bezawit Dilgassa

The audio recordings that accompany this response contain sensitive personal information pertaining to PG&E employees and customers, including their names and work/resident locations. For this reason, and only for this reason, PG&E is providing this response to CPSD pursuant to Public Utilities Code section 583. The dissemination of customer and employee information contained in this response raises privacy concerns. Therefore, PG&E believes that such information should remain confidential and not be subject to public disclosure.

QUESTION 1

Please provide all information, contacts, notifications and/or complaints brought to the attention of PG&E employees and/or contractors/agents hired by PG&E in relation to the detection of “gas smells” or odor emanating from the area encompassing the 747 billing addresses, as discussed in the September 16, 2010 conference call between CPSD and PG&E, from July 1, 2010 to September 9, 2010.

- a. Please provide the source of the information and contact information for all consumers who contacted, notified and/or complained to PG&E about having detected the scent of gas in or around the area specified in No. 1 above from July 1, 2010 to September 9, 2010.
- b. Describe any and all actions taken by PG&E to address and rectify all information, contacts, notifications and/or complaints regarding the detection of gas in the area specified in No. 1 above from July 1, 2010 to September 9, 2010. Please provide a thorough description of action taken for each notification, contact or complaint.
- c. Provide all existing documentation, including information contained in the “Customer Care Billing System” and work orders (field order or tag) responsive to the contacts, notifications, and/or complaints of a gas smell or odor.

ANSWER 1B - SUPPLEMENT 01

On October 1, 2010, PG&E provided a response to this request. Among other things, the response identified and summarized five telephone calls documenting a customer contact, notification and/or other complaint related to gas odors and originating from one

of the 747 billing addresses. PG&E advised that an audio recording of each of the calls was available on request. Subsequently, the CPSD requested that PG&E supplement its response to include copies of the audio files summarized in PG&E's October 1, 2010 response.

This response supplements the data provided for the five customer contacts noted in part b of that response. Specifically, this supplement provides the recorded calls in the form of WAV files for each of the five customer contacts, which are provided in Attachment B1-CONF, Attachment C1-CONF, Attachment D1-CONF, Attachment E1-CONF, and Attachment F1-CONF. As explained, those calls, and the actions PG&E took in response to those calls, are summarized in PG&E's October 1, 2010 response.