

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

PG&E Data Request No.:	CPUC_018-01-CONF		
PG&E File Name:	SanBrunoGT-LineRuptureInvestigation_DR_CPUC_018-Q01-CONF		
Request Date:	September 17, 2010	Requester DR No.:	PG&E-01
Date Sent:	October 1, 2010	Requesting Party:	CPUC (CPSD)
		Requester:	Pejman Moshfegh Bezawit Dilgassa

**This response contains 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 1**

In response to this request, PG&E undertook to identify inbound telephone and email contacts, notifications, and/or complaints received between July 1, 2010, and September 9, 2010.

In the case of inbound telephone calls, our search efforts focused on two defined search areas, which together comprise the 747 billing addresses. The search process has focused on the two following sub-areas in which the 747 billing addresses are located and are further described in a map attached hereto as Attachment A.

Search Area 1 – This area consists of 375 addresses included in the area accessed via Claremont Drive and Earl Avenue from Sneath Lane and Glenview Drive from San Bruno Avenue West.

Search Area 2 – This area is immediately adjacent to Search Area 1 and consists of 372 addresses included in the area accessed via Crestmoor Drive from San Bruno Avenue West, including Livingston Terrace Drive. PG&E also completed a search of 3,138,452 AT&T calls covering the time period from July 1, 2010, through September 9, 2010, and a search of 396,708 calls covering the time period from September 1, 2010, through September 9, 2010. Those calls were analyzed, according to the methodology described below, to identify all incoming calls to PG&E that may have originated from phone numbers associated with the 747 addresses in Search Area 1 and Search Area 2. The following descriptions provide a more detailed explanation of those search processes.

- Phone Number Identification Efforts

Step 1: Identify phone numbers from previous field requests in the area.

Step 2: Use service addresses to identify all phone numbers associated with accounts for each address utilizing Customer Care & Billing System (CC&B); identified all primary, secondary, and alternate phone numbers.

Step 3: Search service addresses in Accurint (credit database) to identify additional phone numbers associated with each address.

Step 4: Search each service account number in Verint, PG&E's internal call recording system. This search was performed to locate any additional phone numbers through Automatic Number Identification that were not identified in the first 3 steps above.

Step 5: Utilize reverse lookup on whitepages.com to identify any additional phone numbers that were not identified in the previous 4 steps above.

- Call Identification Efforts

Step 1: Query all phone numbers for each search area against the AT&T Toll Free database (Business Direct) to determine contacts to the 28 PG&E Contact Center toll free numbers.

Step 2: Query all phone numbers for each search area against the Verint Database to identify all call recordings for calls that were handled by a CSR.

Step 3: For any call that was not handled by a CSR (e.g., abandoned calls, IVR handled calls, etc.), utilize Avaya, PG&E's automatic call distribution system that processes incoming calls, and IVR database to determine call information such as: amount of time to abandon, transaction completed and the path in the IVR, etc.

Step 4: Have PG&E management employees listen to all call recordings to document call types and summarize content.

This process is consistent with industry call search practices and was used to identify all phone numbers for each service address in San Bruno and locate calls and call recordings associated with each phone number.

- Dispatch Call Search Efforts

Step 1: Pulled AT&T phone records that dialed (888) 743-4911, PG&E's Customer Emergency Hotline.

Step 2: Identified all call recordings to the inbound 911 line.

Step 3: PG&E management employees listened to 911 call recordings to see if there were any calls related to gas leaks in the area.

This process is consistent with industry call search practices and was used to identify all call recordings placed to (888) 743-4911, PG&E's emergency hotline, between July 1, 2010, and September 9, 2010.

In addition, in the case of customer emails received by PG&E, we have exerted our best efforts to identify all emails received from customers with respect to PG&E service in the San Bruno community covering the time period between July 1, 2010, and September 9, 2010, via PG&E's internal email systems software ("Kana"). Because emails do not always identify the physical location of the customer, the process is difficult and imperfect. The methodology used to review emails is described below.

Kana Email Efforts – All emails within the Kana Email System have been reviewed using a two-step search process. First, a "word-based" search was conducted to locate and review all emails containing the phrase "San Bruno". A second word-based search was conducted to locate and review all emails containing the following words: "gas" and "leak", "odor", "smell", "emergency", "egg", "rotten", "weird", "propane", "scent", "sewer" or "sewage". This process was intended to identify all electronic communications received by PG&E with respect to customer concerns about PG&E-serviced properties in the specific search areas between July 1, 2010, and September 9, 2010. To date, PG&E has completed both "word-based" searches for the time period August 1, 2010, through September 9, 2010, and has found no reports of gas odors from customers, in the 2 search areas, that were reported through email. PG&E is continuing with both word-based searches for the remaining dates back to July 1,

2010, and will have that search completed shortly. PG&E will supplement this response once the search is complete for the entire date range requested.

Our records indicate that all calls that we identified as potentially responsive to this request were electronically recorded, with the following exceptions:

- Call received from [Redacted], San Bruno, on September 1, 2010, at 10:15 a.m. from [Redacted]. Call went through the IVR and checked financial status on business account then delivered to BCSC line to the Fresno Contact Center. No CC&B records associated with the contact but payment posted on 9/2.
- Call received from [Redacted], San Bruno, on September 9, 2010, at 11:24 a.m. from [Redacted] to request service initiation at [Redacted] [Redacted] in Oakland, California.
- Call received from [Redacted], San Bruno, on July 22, 2010, at 5:44 p.m. from [Redacted] to process electronic payment of customer's PG&E bill.
- Call received from [Redacted] in San Bruno on August 30, 2010, at 3:12 p.m. to Smarter Energy Line (SEL). Research still in progress.
- Call received from [Redacted] in San Bruno on August 31, 2010, at 1:46 p.m. Call went through outage menu in the IVR. There was a San Bruno outage that started at 1:24 p.m. and lasted until 2:20 p.m. impacting 3,078 customers. Research still in progress.

a. Based on our review, we identified five responsive telephone calls from PG&E customers in the search areas from July 1, 2010, through September 9, 2010. In the case of each of the five calls, we have identified the customer, the customer's address and other responsive information below. All of these calls were electronically recorded. PG&E maintains those audio recordings and can provide them upon request.

- Call received from [Redacted] located at [Redacted] on July 23, 2010, at 4:55 p.m. from [Redacted] reporting gas odor near gas meter. This address is located within Search Area 1.
- Call received from [Redacted] located at [Redacted] on July 27, 2010, at 2:33 p.m. from [Redacted] reporting possible gas odor near meter. Caller was uncertain as to whether the gas odor came from her property or that of her neighbor. This address is located within Search Area 1.

- Call received from [Redacted] located at [Redacted] on August 4, 2010, at 2:58 p.m. from [Redacted] reporting gas odor in the garage of father's house. This address is located within Search Area 2.
- Call received from [Redacted] located at [Redacted] on August 16, 2010, at 12:50 p.m. from [Redacted] reporting gas odor occurrence when dryer is operating. This address is located within Search Area 2.
- Call received from [Redacted] (last name unknown) located at [Redacted] on September 3, 2010, at 2:42 p.m. from [Redacted] reporting intermittent gas odor in front yard of the property. No last name was available for this caller. This address is located within Search Area 2.

b. Below we summarize the actions PG&E took in response to the calls. We have prepared these summaries based on a review of Internal Online Query Notes and accompanying work orders (field order or tab), are provided in response to question 1.c.

- [Redacted]: The notes of the customer service representative who handled this call reflect that the Customer was concerned that there was a gas leak at the meter. A field representative was dispatched to the property to survey for gas leaks and a gas leak was found under the service valve at the meter. The field representative contacted a PG&E dispatch center and requested that a crew come to the property to make repairs. The field representative remained at the property until the crew completed the repairs.
- [Redacted]: The notes of the customer service representative who handled this call reflect that the Customer was concerned that there was a gas leak at the meter and was especially concerned because their neighbor at [Redacted] had their property surveyed for gas leaks on July 23, 2010. A field representative was dispatched to the property to survey for gas leaks but found no leaks.
- [Redacted]: The notes of the customer service representative who handled this call reflect that the Customer reported a gas leak inside the property. A field representative was dispatched to the property and discovered and repaired a leak from the brass valve connected to the clothes dryer. The field representative then performed an "inside and outside" sweep of the premises with a combustible gas indicator [gas detection device] and found no additional readings for gas leakage. The field representative then performed a modified leak investigation in which the field representative used the combustible gas indicator to check for gas leaks. No additional leaks were found.
- [Redacted]: The notes of the customer service representative who handled this call reflect that the Customer reported a suspected gas leak

at the location of their dryer. Field representative was dispatched to the property and found a gas leak at the water heater valve and repaired it by tightening the retaining nut. The field representative referred the customer to an authorized dealer to remove a flow restrictor on the compression valve to the water heater. The customer also informed the field representative of a gas smell when the dryer is operational. The field representative determined the cause of the smell to have resulted from the dryer not being properly vented to the outside, thus causing the odor. The field representative found no other gas leakages on the property.

- [Redacted]: The notes of the customer service representative who handled this call reflect that the Customer reported a gas leak at the property. A field representative was dispatched and utilized a combustible gas indicator to perform sweeps inside, outside and around the perimeter of the property, as well as at the gas meter, garage door, windows, front doors and water lines, but found no indication of gas leakage. The field representative also poked holes into the grounds of the property to determine whether any gas was leaking from the ground and no leaks were discovered. As a precautionary measure, the field representative installed a usable tee at the meter set and rebuilt it to PG&E standards (it appeared the meter had been tampered with by a non-PG&E party), relit the water heater and advised the customer to change the air filter on the furnace.

c. Existing Documentation – Below are descriptions of all documents associated with all information, contacts, notifications and/or complaints regarding the detection of gas in the area specified in PG&E’s response to Request No. 1(a).

- [Redacted]: The internal PG&E Internal Online Query Note for this customer call is attached hereto as Attachment B.
- [Redacted]: The internal PG&E Internal Online Query Note for this customer call is attached hereto as Attachment C.
- [Redacted]: The internal PG&E Internal Online Query Note for this customer call is attached hereto as Attachment D.
- [Redacted]: The internal PG&E Internal Online Query Note for this customer call is attached hereto as Attachment E.
- [Redacted]: The internal PG&E Internal Online Query Note for this customer call is attached hereto as Attachment F.